



EMPLOYMENT OPPORTUNITY

POSITION: Technical Services Specialist (Police)

SALARY RANGE: \$5,659 – \$6,944/Month

DEPARTMENT: Police

HOW TO APPLY: Please go to www.wenatcheewa.gov to view the job description including qualification requirements and download application materials. The following constitutes a complete application package in the following order:

- 1) Letter of Interest/Cover Letter
- 2) Resume
- 3) Application for Employment
- 4) Supplemental Application

Complete application packages may be emailed (HR@WenatcheeWA.Gov) or mailed to:

City of Wenatchee
Human Resources Department
PO Box 519
Wenatchee, WA 98807-0519

An incomplete application packet will not be considered.

INITIAL REVIEW DATE:
3:00 P.M., Friday, January 29, 2021

The City of Wenatchee is proud to be an equal opportunity employer. Our objective is to provide equal opportunity in all terms, conditions and privileges of employment for qualified applicants and employees without regard to race, creed, color, religion, national origin, sexual orientation, gender, gender identity, age, marital status, disability, veteran or military status, or any other characteristic protected by law.



Apple Capital of the World



JOB DESCRIPTION

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| | | | |
|---------------------|--|--------------------|---------------------|
| POSITION: | Technical Services Specialist | DEPARTMENT: | Police |
| REPORTS TO: | Police Captain (Administration) | FLSA: | Exempt |
| AFFILIATION: | Management/Administrative Group | DATE: | January 2021 |

1.0 PURPOSE

- 1.1 To outline essential job duties, qualification requirements and working conditions for the position of Technical Services Specialist.

2.0 ESSENTIAL JOB DUTIES

- 2.1 Oversees police records management systems.
- 2.2 Serves as the system administrator for Spillman records.
- 2.3 Provides excellent internal and external customer service. Maintains positive relations.
- 2.4 Researches technological equipment, services and programs while providing support to maintain and enhance department services.
- 2.5 Stays current with new technologies, trends and regulations. Reviews current technologies and their application to departmental processes. Anticipates need for data in compliance with applicable laws.
- 2.6 Develops, implements and maintains a procedure manual for established systems and training purposes.
- 2.7 Oversees, updates and maintains technology services including document imaging systems, mobile video cameras, mobile data computer (MDC) equipment and software for patrol vehicles.
- 2.8 Evaluates existing data, needs of existing and potential user groups and platforms or systems needed to meet department goals.
- 2.9 Develops training, policies and procedures for mobile data computer usage.
- 2.10 Develops and maintains the asset management tracking system for departmental equipment.
- 2.11 Develops and implements processes for electronic citation software.
- 2.12 Trains and assists users by providing technical guidance and troubleshooting support. Resolves technical issues effectively and in a timely manner.
- 2.13 Provides after hour trouble-shooting of essential department technical systems such as mobile data computers, mobile video equipment and records management systems.
- 2.14 Assists in identifying, evaluating, recommending and implementing new hardware and software solutions while working cooperatively with the Information Systems Department.
- 2.15 Coordinates vendor demonstrations for employee training on new technology.
- 2.16 Maintains organized project records and provides timely progress reports.
- 2.17 Creates, updates and implements process improvement procedures, tasks, workflows and systems. Researches solutions and makes recommendations.
- 2.18 Ensures compliance with applicable laws, regulations, policies and procedures.
- 2.19 Organizes and maintains databases, files and other documents.
- 2.20 Maintains current documentation of procedures and tasks to explain position responsibilities.

Other job functions:

- 2.21 Assists in writing policies and procedures for usage, storage, retention and retrieval of mobile videos for court and public disclosure.
- 2.22 Assists with coordinating general building maintenance.
- 2.23 Assists with purchasing and inventory of general operating supplies in compliance with City policies.
- 2.24 May serve as department liaison with the regional emergency dispatch center.
- 2.25 Performs other duties as assigned.

3.0 QUALIFICATION REQUIREMENTS

- 3.1 Bachelor degree in computer technology or science, police administration or related field.
- 3.2 Five (5) years of computer and records technology experience including information systems equipment application and support services. Law enforcement technology experience preferred.

Requires knowledge of:

- 3.3 The field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in this job description.
- 3.4 Computer operation and software including Microsoft Office suite of products and law enforcement databases and systems. PC and mainframe computer systems, including UNIX based systems.
- 3.5 Principles and practices of excellent internal and external customer service.
- 3.6 Time management; Mathematics; Recordkeeping; English composition and grammar.
- 3.7 Applicable federal, state, and local laws, codes, regulations, and ordinances.
- 3.8 Safety and security hazards, precautions, standards, policies and procedures.

Requires the ability to:

- 3.9 Analyze procedures and operational methods. Audit, identify and make recommendations to improve and promote efficiency and accuracy of systems and processes.
- 3.10 Consistently represent the City by maintaining a professional approach and demeanor in all activities.
- 3.11 Provide excellent internal and external customer service. Maintain positive public relations and deal effectively with the public. Respond to inquiries, complaints and service requests in a timely manner.
- 3.12 Foster a positive and productive work environment. Take corrective action as needed.
- 3.13 Establish and maintain team oriented working relationships inside and outside of the department.
- 3.14 Support a strong culture of safety. Conduct safety trainings. Adhere to City policies and procedures. Use Personal Protective Equipment (PPE) as appropriate. Report safety issues or concerns to management in a timely manner. Ensure strict adherence to policies, procedures and regulations.
- 3.15 Use tact, discretion, respect, persuasion, diplomacy and courtesy to gain cooperation of others and establish and maintain effective teams and professional relationships and rapport with elected officials, management, employees and representatives of other entities.
- 3.16 Ensure absolute confidentiality as required and sensitive information is handled appropriately.
- 3.17 Plan, organize, prioritize and coordinate work assignments. Work effectively in a multi-task environment with deadlines and constantly shifting priorities. Take appropriate initiative.
- 3.18 Be mentally alert at all times and apply sound judgment, analytical and creative problem-solving skills to make reasoned, timely and consistent decisions. Facilitate effective problem resolution.
- 3.19 Listen attentively and communicate effectively, both orally and in writing, with individuals and groups in clear, concise language appropriate for the purpose and parties addressed, including preparing comprehensive reports, presentations and correspondence.
- 3.20 Be attentive to detail and maintain a high degree of accuracy.
- 3.21 Understand and apply appropriately regulatory requirements, terminology, policies and procedures.
- 3.22 Develop ways to identify, improve and promote efficient systems and processes.
- 3.23 Maintain current knowledge and adapt to new technologies, keeping technical skills up to date.
- 3.24 Proficiently operate PC-based computers and office equipment and perform Microsoft Office software functions including spreadsheet generation. Type accurately and proficiently.

4.0 WORKING CONDITIONS

- 4.1 Works in an office or meeting room setting and facility locations.
- 4.2 Attends meetings or performs duties outside of normal office hours and travels by car.

Requires the ability to:

- 4.3 Use appropriate safety equipment and follow safety policies, practices and procedures.
- 4.4 Sit or stand for long periods. Occasionally crawl in confined spaces, bend, stoop and climb.
- 4.5 Lift and/or move up to 25 pounds and occasionally up to 50 pounds.

The statements contained herein reflect general details necessary to describe principal functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered all-inclusive. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or to balance workloads.

Management reserves the sole right to add, modify or exclude any duties at any time with or without notice. Nothing in this job description, nor by completion of any job requirements by the employee, is intended to create a contract of employment.

At its sole discretion, the City of Wenatchee may consider combinations of education, experience, certifications and training in lieu of specifically required qualifications contained herein.

This is an FLSA-exempt position and, as such, is not entitled to overtime. The position is also subject to an "employee at will" doctrine.



P.O. Box 519
301 Yakima Street, 3rd Floor
Wenatchee, WA 98807-0519
(509) 888-3603 fax (509) 888-3636

APPLICATION FOR EMPLOYMENT

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NAME _____
Last First M.I.

ADDRESS _____
Street Apt. #

City State Zip

PHONE _____
Include Area Code Home Work Cell

EMAIL _____

List specific position/title applying for _____

Date available for work _____ Will accept: Regular Full-time Yes No
Regular Part-time Yes No
Temporary Yes No

Have you filed an application or been employed here before? Yes No Date(s) _____

Are you able to provide proof of your eligibility to work in the U.S. if offered employment? Yes No

Do you have a valid Washington State Driver's License? Yes No

LIC #: _____ Expiration Date: _____

Are you able to perform the primary duties of the job as outlined in the job description? Yes No

If no, please explain: _____

(No applicant will be rejected as a result of a disability that, with reasonable accommodation, does not prevent performance of the primary job duties.)

EDUCATION AND FORMAL TRAINING

HIGH SCHOOL

Do you have a high school diploma or GED?

Yes No

COLLEGE OR UNIVERSITY

Please list names of educational institutions you attended which are relevant to the position you are seeking.

| <u>NAME</u> | <u>LOCATION</u> | <u>DEGREE OR COURSE OF STUDY</u> | <u>DATE ATTENDED</u> |
|-------------|-----------------|--------------------------------------|----------------------|
|-------------|-----------------|--------------------------------------|----------------------|

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SPECIALIZED TRAINING

| <u>NAME</u> | <u>LOCATION</u> | <u>COURSE OF STUDY</u> | <u>DATE ATTENDED</u> |
|-------------|-----------------|------------------------|----------------------|
|-------------|-----------------|------------------------|----------------------|

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List any skills you possess or machines you can operate that qualify you for the position:

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List any special licenses, registrations or training, including seminars and workshops, which qualify you for the position:

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EMPLOYMENT HISTORY

Begin with your current or most recent job and list your employment experience. Include military service and any volunteer work which has provided you experience that qualify you for this position. Use additional sheets if necessary.

PLEASE NOTE: Information obtained from previous employers and/or references is confidential.

| | | | | |
|--|------|--|--------------------------|--|
| EMPLOYED | | ORGANIZATION NAME: | ADDRESS/CITY/STATE/ZIP: | |
| FROM | | | | |
| MONTH | YEAR | IMMEDIATE SUPERVISOR'S NAME AND TITLE: | PHONE: Include Area code | |
| TO | | | | |
| MONTH | YEAR | POSITION(S) HELD: | REASON FOR LEAVING: | |
| MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |

PRIMARY DUTIES:

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|--|------|--|--------------------------|--|
| EMPLOYED | | ORGANIZATION NAME: | ADDRESS/CITY/STATE/ZIP: | |
| FROM | | | | |
| MONTH | YEAR | IMMEDIATE SUPERVISOR'S NAME AND TITLE: | PHONE: Include Area code | |
| TO | | | | |
| MONTH | YEAR | POSITION(S) HELD: | REASON FOR LEAVING: | |
| MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | |

PRIMARY DUTIES:

| | | | | |
|----------|------|--|--------------------------|--|
| EMPLOYED | | ORGANIZATION NAME: | ADDRESS/CITY/STATE/ZIP: | |
| FROM | | | | |
| MONTH | YEAR | IMMEDIATE SUPERVISOR'S NAME AND TITLE: | PHONE: Include Area code | |
| TO | | | | |
| MONTH | YEAR | POSITION(S) HELD: | REASON FOR LEAVING: | |
| MONTH | YEAR | MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

PRIMARY DUTIES:

| | | | | |
|----------|------|--|--------------------------|--|
| EMPLOYED | | ORGANIZATION NAME: | ADDRESS/CITY/STATE/ZIP: | |
| FROM | | | | |
| MONTH | YEAR | IMMEDIATE SUPERVISOR'S NAME AND TITLE: | PHONE: Include Area code | |
| TO | | | | |
| MONTH | YEAR | POSITION(S) HELD: | REASON FOR LEAVING: | |
| MONTH | YEAR | MAY WE CONTACT THIS EMPLOYER? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

PRIMARY DUTIES:

ADDITIONAL INFORMATION

Please provide any additional information which may more fully describe your qualifications and capabilities. This space may be used to continue descriptions of your education or experience.

PLEASE READ CAREFULLY BEFORE SIGNING

I confirm the information I have provided in my application is true, complete and accurate. I understand that any information I provide (or fail to provide) that is found to be false, incomplete or contains a misrepresentation in any respect will be sufficient cause to (i) cancel further consideration of this application or (ii) subject me to discipline, up to and including termination, if I am hired.

I expressly authorize, without reservation, the City of Wenatchee, its representatives, employees or agents to contact and obtain information from all current/previous employers and references and to verify the accuracy of information provided by me in this application. I hereby waive all rights and claims I may have regarding the City of Wenatchee or its representatives for seeking, gathering and using such information in the employment process and all other persons or organizations for furnishing information about me.

I have read, fully understand and accept all terms listed above. I also understand that if my application is not signed, it is not complete and I may be disqualified from being considered for this position.

Signature

Date



SUPPLEMENTAL APPLICATION Technical Services Specialist (Police)

Name _____

Please answer all questions and submit with your completed City of Wenatchee application materials (cover letter, resume, general application and supplemental application). Be complete and as clear and concise as possible in your answers.

QUALIFICATION REQUIREMENTS

1. YES NO Do you have a Bachelor degree in computer technology or science, police administration or another closely related field?
Concentration _____
2. YES NO Do you have five (5) years of experience in computer and records services technology?
3. YES NO Does your five (5) years of experience listed above include experience with application of information systems equipment and support services?
4. YES NO Do you have experience working with PC and mainframe computer systems?
5. YES NO Do you have experience with UNIX based systems?

6. If you do not have the education or experience specified in Questions #1-5 above, please list the equivalent combination of education, experience, certifications and training that you believe provides you with the required skills, knowledge and abilities for this position.

PLEASE PREPARE NO MORE THAN A ONE-PAGE (TOTAL) RESPONSE TO THE QUESTIONS BELOW

7. What interests you most about being the Technical Services Specialist for the City of Wenatchee Police Department?
8. Describe your experience overseeing police records management systems.
9. Describe your experience overseeing, updating and maintaining technology services including document imaging systems, mobile video cameras, mobile data computer equipment and equipment for patrol vehicles.
10. Describe your computer experience. Please list the programs/software systems you have used, what you use each program for and your level of proficiency with each program.

I certify that the information contained in this supplemental application and in any attachments is true and complete without embellishment. I understand all answers in this supplemental application are part of the application process and, as such, are subject to verification.

Applicant Signature

Date