



# CLASS TITLE | REAL TIME INFORMATION CENTER TECHNOLOGY COORDINATOR

PAY GRADE: AT-40 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 3617

Effective Date: 07/17/2024

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**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for setting up and maintaining the configuration of domain-controlled networking of public safety technology systems, ensuring secure and compliant data transmission, educating the community on public safety technologies, and train users on software and hardware functions; and performs other related duties as assigned.

## ESSENTIAL TASKS:

- Installs, relocates, maintains, programs, coordinates, and repairs public safety technology systems, including cabling and hardware
- Coordinates with city departments, other cities, and vendors to optimize system performance, implement system upgrades, and support public safety technology regionalization efforts
- Performs site surveys to determine optimal and ethical camera placement and ensure coverage of critical areas for surveillance
- Setup and configure systems to domain-controlled networks to ensure secure and efficient data transmission
- Performs preventative maintenance on and troubleshoot public safety technology camera systems (i.e., mobile, fixed, unmanned aircraft systems)
- Completes and maintain documentation of service conducted on public safety technology equipment
- Educates residents and businesses on public safety technology mission and obtain permission to install mobile technology systems on private property
- Identifying new processes and features that are unknown to police personnel and train users on functions of technology hardware and/or software
- Performs basic RTIC specialist tasks as assigned
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

## QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and,**
- (b) Eight (8) years of experience with electronic systems and systems troubleshooting that prepares one to perform the essential tasks listed in this job description.

## Knowledge, Abilities and Skills:

Knowledge of:

- Electronics and DC circuits
- Schematic drawings and blueprints
- Cardinal directions and map navigation
- Microsoft Windows and Office Suite software
- Troubleshooting methods and procedures
- Comprehensive knowledge of end user functions and business processes
- Considerable knowledge of industry best practices and principles
- Considerable knowledge of data communications networking concepts, methods and techniques, including computer interfacing
- Considerable knowledge and experience in state-of-the-art data processing and data communications equipment and their application



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#### Ability to:

- Use all machines, tools, and equipment
- Drive and operate a bucket truck (non-CDL)
- Provide high-level customer support
- Establish and maintain effective working relationships with internal customers, co-workers, City staff, elected officials, and vendors
- Understand technical materials, oral and written instructions and demonstrate understanding through performance
- Maintain confidentiality and security of highly sensitive information
- Demonstrate speed, fluidity, and accuracy while concurrently operating multiple technologies
- Understand and adhere to all applicable federal, state, and local laws, codes, regulations, policies and procedures governing the use of surveillance systems
- Exercise good judgment, think critically, apply logic, and respond quickly and accurately
- Perform analysis of data communications systems from technical feasibility aspects
- Strong ability to multi-task and work independently to recognize, analyze and solve complex problems

#### Skill in:

- Strong analytical and problem-solving
- Excellent interpersonal and communication skills
- Communicating effectively across multiple media (verbal and written)
- Giving presentations
- Installing IP cameras PTZ and Fixed
- Creating narrative reports

Physical Requirements: Physical requirements include frequent walking and standing; frequent lifts/carries up to 100 pounds; frequent pushing up to 50 pounds; occasional lifts/carries up to 105 pounds; occasional pushing up to 60 pounds; frequent pulling up to 60 pounds; frequent reaching, balancing, bending, kneeling, handling, climbing, smelling and twisting; occasional crawling and feeling; and vision, speech and hearing sufficient to perform the essential tasks.

#### Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and,**
- b) Must be able to pass a background screening and complete an annual Criminal Justice Information Service Training (CJIS); **and,**
- c) Required certification of 4020 Closed Circuit Television Technician (CCTV-T) within one (1) year of employment

**WORKING ENVIRONMENT:** Working environment is primarily outdoors and occasionally indoors, and in inclement weather. May be exposed to the following: hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.), cramped work areas, weather/extreme temperatures, cutting/chipping/grinding, confined spaces, high noises, environmental conditions (disruptive people, imminent danger, threatening environment); and may be required to work overtime and be on 24-hour standby.

**EEO Code: N-03**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**