PURPOSE OF THE CLASSIFICATION: Under general supervision performs a variety of support duties related to the day-to-day operation of the Real Time Information Center (RTIC), including monitoring and research using video, open-source media, sensor technologies, and varied software applications and databases, relaying information using multiple communication devices, and tracking and assessing Tulsa Police Department activities; and performs other related duties as assigned.

ESSENTIAL TASKS:
- Operates various devices integral to identifying priority calls for RTIC support, including accessing, navigating, and recording disparate video systems, as approved by management, and monitoring calls for service on Computer Aided Dispatch (CAD) screens and viewing selected public-private video assets
- Monitors live camera feeds and other data sources in order to assist with calls for assistance, including critical incidents or special events, proactively monitoring camera systems for public safety situations and communicating necessary information to essential personnel
- Demonstrates strong attention to details in locating addresses, video assets, and associated call related data during a call for service
- Observes, detects, and appropriately reports to dispatchers and responding personnel observed relevant information, including suspicious behavior and circumstances, recording dates, time, and camera location or records those activities, as approved by management
- Collects and organizes information from all available resources into actionable intelligence to support public safety field and investigative personnel
- Prepares concise and accurate incidents, supplemental, investigative, and other necessary reports, including statistical reports provided to RTIC supervisors and command staff
- Follows criminal justice and legal protocols, following agency policies and procedures, and exercising technical expertise in the capture, preparation, and storage of data and video related work product(s)
- Responds to requests for evidence regarding critical incidents in accordance with applicable policies and procedures, as well as local, state, and federal regulations
- Notifies supervisory staff regarding important or critical incidents and documents RTIC asset uses in a daily activity report
- Participates in meetings and training sessions on current best practices, methodology, procedures, and applicable laws and trains other agency personnel on RTIC operations
- Must be able to work overnights and weekends
- 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 or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Completion of 60 hours from an accredited college or university; and,
(b) Three (3) years’ experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:
Knowledge of:
- Good knowledge of federal state, and local laws, codes, and regulations related to police record management, particularly laws relating to privacy and personally identifying information
- Knowledge of City streets, including arterial, feeder, and residential streets
• Knowledge of basic emergency dispatching

Ability to:
• Ability to understand and adhere to local, state, and federal regulations, and codes related to police record management
• Ability to effectively communicate orally and in writing
• Ability to establish and maintain effective working relationships with internal and external customers
• Ability to provide high-level customer support
• Ability to work cooperatively with direct reports, City staff, elected officials, and vendors
• Ability to communicate policies and procedures to internal and external customers
• Ability to use various software programs, including, but not limited to Records Management Systems, CAD, and evidence management software
• Ability to understand technical materials, oral and written instructions, and demonstrate understanding through performance
• Ability to speak clearly and to modulate voice in stressful situations
• Ability to prepare brief, concise, and accurate written statements
• Ability to effectively interact tactfully and diplomatically with internal and external customers
• Ability to exercise good judgement and respond quickly and accurately
• Ability to maintain confidentiality and security of highly sensitive information

Skill in:
• Skill in communicating effectively across multiple media (verbal and written)
• Skill in creating reports
• Skill in analytical reasoning and high-level problem solving

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying and pulling up to 20 pounds; occasional lifting up to 50 pounds; and may be subject to walking, standing, sitting, reaching, bending, handling and twisting; 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 Criminal Justice Information Services (CJIS) background investigation.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-05
Group: Clerical and Administrative Series
Data Processing and Information Services