

DIRECTOR OF TECHNOLOGY/VIDEO EVIDENCE UNIT
TECHNOLOGY DIVISION

A. SUMMARY

Under the general supervision of the Chief of Police the Director of Technology and Video Evidence Unit Detective is responsible for the department's computer systems, computer applications, the public safety radio system, and has investigation duties related to Department managed communication and video systems.

B. GENERAL DUTIES AND RESPONSIBILITIES

It is the duty and responsibility of the Director of Technology Detective to:

1. Operate the technology center's equipment that processes all department software applications.
2. Maintain all department computer system equipment to include:
 - a. Responsible for backups, software and firmware updates, active directory, and virus updates for all department electronic equipment.
 - b. Maintain operational power supply units to ensure uninterrupted power supply to all necessary equipment and resolve any issues that arise.
 - c. Serve as system administrator for all servers/software applications.
3. Maintain the department's radio system, to include:
 - a. Maintain all components of radio infrastructure to include transmitters, receivers, microwaves, and fiber.
 - b. Maintain operation of portable radios, mobile radios, and all associated accessories.
 - c. Maintain operation of dispatch radio console equipment and all associated accessories.
 - d. Ensure all radio communication equipment and accessories are maintained according to FCC standards and ensure all FCC licensing is up to date and renew as needed.
4. Operate building access control security system to include:
 - a. Maintaining operational access control readers
 - b. Maintaining cell-block security
 - c. Managing access and security permissions for personnel as directed by assignment.
5. Operate, maintain, and investigate internal and external department camera systems and video footage.
6. Operation, security, preservation and redaction of body camera video.
7. Ensure storage and preservation of video and communication data as mandated by the Commonwealth of Massachusetts and Department Policy.

8. Work in conjunction with the Office of Professional Responsibility in securing communications and video data for use in investigations.
9. Work in conjunction with court personnel in securing communications and video data for use in court proceedings.
10. Responsible for operation of the department phone systems and equipment, including E911 and associated equipment.
11. Maintain department's email system, including:
 - a. Adding, removing, and maintaining users and groups
 - b. Setting up two-form authentication.
12. Maintain the department's various public safety software applications. Update all modules and adjust as needed.
13. Responsible for security for all computer/network equipment, wireless devices, and any other department-issued devices.
14. Audit passwords and log-ons. Generate and analyze security audit reports.
15. Ensure ongoing and effective interfaces between networks such as the Registry of Motor Vehicles, hand-held parking ticket system and Passport system, CJIS, and other systems as needed.
16. Responsible for any needed training or assistance to department personnel in technologyrelated functions and procedures.
17. Resolve technology-related issues as they arise and engage with appropriate vendors as needed in order to ensure effective operation of all department technology.
18. Run detail and payroll files and transfer detail and payroll files to the Business Office.
19. Coordinate and maintain the home and business alarm system. Prepare and process all invoice systems for false burglar alarms as mandated by the town bylaw.
20. Follow all regulatory requirements for all hardware, software, and network systems in order to maintain department compliance with all department, town, state, and federal regulations.
21. Manage all maintenance contracts and renew as needed; work with outside vendors to address maintenance/repair needs.
22. Maintain an updated inventory and audit of all equipment for which the division is responsible, proactively replace equipment as needed, and work with relevant town personnel as needed.
23. Be available 24/7 for emergency issues and to trouble-shoot and address operational problems as they arise.
24. Serve on relevant town, regional, and state committees as appointed by the Chief of Police.
25. Work closely with all divisions and perform duties as assigned by the Chief of Police or his/her designee.

C. SKILLS

1. Use creative and logical thinking skills to quickly assess and solve technological problems as they arise.
2. High degree of self-initiation and the ability to work with little or no supervision.
3. Effective organizational skills and the ability to accomplish multiple tasks at the same time.
4. Ability to plan and organize heavy workload, and complete assignments in a timely fashion.
5. Ability to speak publicly about Police Department tools and applications and train Department employees.
6. Collaborate and communicate well with external vendors and partners.
7. Collaborate and communicate well with the Town IT department and other town agencies.
8. Willingness to attend and successfully complete specialized training for this position as required by the Chief of Police or his/her designee.
9. Ability to follow instructions ensuring adherence to the Department's policies and procedures.