



Office of Human Resources
Real Time Crime Center Technician Lead - CA3255
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General Statement of Duties

Performs regularly assigned lead work to the Real Time Crime Center Technicians who are responsible for monitoring camera systems relating to in progress situations in the Real Time Crime Center of the Police Department.

Distinguishing Characteristics

This position performs full performance lead work over the Real Time Crime Center Technicians who are responsible for real time surveillance, monitoring and data storage from live camera feeds, body worn cameras and other types of digital evidence.

This class is distinguished from the Real Time Crime Center Technician duties which provide real time assistance or intervention to first responders to prevent injury to the public, prevent damage to infrastructure or property, monitor public disturbances, identify real threats, and provide video evidence and testimony in related investigations and cases. This position is distinguished from the 911 Dispatch Support Specialist that handles emergency and non-emergency calls from citizens and performs non-radio clearance information from NCIC, CCIC and DMV related searches to resolve incidents for law enforcement personnel.

Level of Supervision Exercised

Exercises regularly assigned lead work duties over two or more Real Time Crime Center Technicians.

Essential Duties

Performs permanently assigned lead work over Real Time Crime Center Technicians while operating high activity locate observe (HALO) and other live closed circuit video camera system feeds to monitor, identify, prioritize, and report public activities requiring the dispatch of a police officer.

Monitors and operates an integrated system that combines 911 calls for service in designated priorities.

Monitors HALO cameras and other various camera systems to provide situational awareness to responding resources during in-progress incidents.

When not assisting with in progress incidents, will proactively monitor the camera systems for public safety situations that are equal in priority to designated calls for service and will communicate such situations upon observation.

Situational awareness provided will include but is not limited to: tracking evolving situations, identification of possible suspects, and suspect vehicles, locating fleeing suspects, and calling for additional resources when on-scene personnel are unable to do so.

Assists and communicates with police officers in the field utilizing the two-way police radios.

Set up and operate command posts, providing video monitoring of activities during special events, protests, and large gatherings.

When directed, assist with undercover narcotic investigations by providing additional visual assistance to the operations.

Responds to requests for video evidence during/after critical incidents as well as post incident investigations.

Research historical video evidence, create, review and edit files, and share the same with the District Attorney's Office, the City Attorney's Office, or other law enforcement partners upon request. Accesses servers and storage media to locate specific video footage and then creates discs of the video for investigators and officers.

Conducts daily camera performance updates and provides a report of the results. Responsible for storage or archiving of video recordings to the appropriate media from the server.

Responsible for directly placing evidence into the Property Bureau to maintain chain of custody legal requirements.

Provides court testimony on the validity and authenticity of the video footage.

Coordinates police officer body worn camera set up and operation, enters officer information into camera database, and issues new cameras to replace damaged or malfunctioning cameras. Create Body Worn Camera video discs for Officers for traffic final hearings in court. Responsible for storage of Body Worn Camera maintenance request forms as well as video request forms.

Answer numerous phone calls during the shift for a variety of informational and trouble shooting technical issues and questions.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Designs, develops, and presents shift specific on-the-job training, determines appropriate learning objectives and methodology to be used, and reviews training progress with supervisor.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Perform other tasks as assigned.

Competencies

Decision Making - Critical thinking is required to achieve success in this class. The operator will have to continually assess on-going situations, identify risks, overcome obstacles and work towards specific goals to successfully assist the first responders in bringing safety to the community. At times they will also have to consider and evaluate alternatives in order to arrive at a successful conclusion.

Information Management - Knowledge of where information is stored in different siloed systems, with the ability to access and gather information, as well as maintains information or information management systems in an organized manner.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations. This class requires high level customer service skills.

Oral Communication – Expresses information to individuals or groups effectively; knows their audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately. The ability to communicate succinctly with clarity over the police radios is also essential.

Technical Competence - Knowledge acquired through formal training or extensive on-the-job experience to perform one's job with different technical platforms is required. Works with, understands, and evaluates technical information related to the job. Advises others on technical issues.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Knowledge & Skills

Knowledge of the City and County of Denver, the Denver Police patrol district boundaries, and the street rotations. Will be able to determine and ensure continuous coverage within all areas and to provide accurate information to patrol units.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in determining the seriousness of an emergency and knowing if additional resources are required and notifying appropriate authorities as necessary.

Skill in reacting calmly and communicating effectively in emergencies and stressful situations.

Skill in utilizing a variety of computer systems and dispatching equipment. Skill in reviewing, sorting, or collecting data from a variety of sources.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

One (1) year of experience working with security and safety issues or law enforcement, including reporting unauthorized activity or emergencies and must include the utilization of two-way radio communications.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure & Certification

None

Working Environment

Long periods of time at a work station monitoring computer and video systems.

Subject to varying and unpredictable situations. Handles emergency or crisis situations.

Subject to many interruptions.

Pressure and stressful moments may occur due to multiple calls for service and inquiries.

Subject to shift work and the need to change shifts/work hours based on operational needs.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position

Handling: seizing, holding, grasping, or otherwise working with hands. Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-619

FLSA Code: N

Established Date: 2/23/2020

Established By: SO

Revised Date:

Revised By:

Class History: