City of Council Bluffs

Job Description

Management Systems Specialist

Department: Police
Supervisor: Police Chief
Location: Police Station
FLSA Status: UNKNOWN
Prepared By: Cori Shaw, Recruiter
Prepared Date: January 2024
Union: CWA
Civil Service: Civil Service
Pay Grade: UNKNOWN

Summary: An employee in this class position is seen as an expert in police management systems collecting data and analysis to improve the Police Department strategies and processes increasing the functional productivity and workflow in the Police Department. This employee serves as an end-user support by developing and creating various methods to retrieve data from the systems.

Essential Duties and Responsibilities:

- Serves as a "front end" or applications specialist of the information system:
  - Provide top management with special one-time reports and system studies of management operations to assist them in making program and policy decisions
  - Manually prepares special management reports from the information system as necessary until system configuration changes can be made in order to make the data accessible by the authorized end users
  - Designs and implements custom reports to retrieve data from the system for various end users
  - Develops interactive dashboards to make the data available to managers and end users
  - Modifies the configuration of software pages to increase accuracy and efficiency
  - Provides end-user support by answering questions and resolving application problems
  - Provides support including user rights assignments, client set-up and training for application end users
- Conducts in-depth management studies involving extensive technical research and analysis of functions within the system:
  - Determines and advises on management analysis techniques applicable to studies:
  - Conducts and coordinates system studies in the area of work measurement productivity and efficiencies

- Assists in the development and installation of new and revised agency programs:
  - Devises or directs the development of supporting policies, methods, procedures to implement programs
  - Assists in interfacing management information needs with data processing procedures and improvements in the various information systems
- Plans, directs, and administers training programs for applicable personnel on the use of the information system:
  - Plans, directs, and administers training programs on procedural requirements for the information system
  - Plans, directs, and administers training programs on the application and utilization of output reports generated from this system
  - Travels in the performance of the duties
- Establishes effective working relationships with public and staff
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- Possess a bachelor's degree in business or public administration or a closely related field, and preferably including coursework in systems analysis, accounting, computer science, and statistics
- At least four years of experience in applying modern concepts of scientific management, and accounting techniques to develop, modify, maintain and interpret management information systems so as to accurately reflect program status and the impact of program changes.
- At least four years of experience in recognizing and solving problems in a complex management information system
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:
- Valid Driver’s License
- This position requires the incumbent to become certified to use the National Crime Information Center (NCIC) database in order to enter, delete, and query sensitive and confidential crime files.

Physical Demands:

- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is generally in an office setting.

Other Skills and Abilities:

- Strong ability to handle confidential information
- Must have excellent organizational and time-management skills
- Proficient in SQL, Python, C# and related programming languages
- Proficient in business intelligence and analytics software such as Tableau and Microsoft Power BI
- Experience in administering auditing, security and accreditation programs for law enforcement such as SOC, CJIS, and CALEA.
- Must have the ability communicate effectively both orally and in writing
- Ability to work cooperatively with and maintain effective interpersonal relationships with staff, public, and other agencies
- Must have the ability to think critically
- Ability to learn specialized police operations
- Ability to perform work assignments with minimal supervision
- Ability to multi-task and prioritize tasks with accuracy and speed under the pressure of time-sensitive deadlines