



**Michael D. Pope**  
Chief of Police

## **Police Department Information Technology Department Manager –Announcement**

### **Position Job Description:**

The IT Department Manager position is a non-uniform full-time position with benefits reporting directly to the Chief of Police. This position is responsible for managing the daily operations of the Information Technology Systems Department within the Police Department.

### **Essential Functions:**

- Implementing activities of technology projects relating to hardware/software resources and support ensuring goals are accomplished
- Supervises staff within the department
- Coordinate resources and staff to provide technical assistance to devices
- Provides courteous and friendly support to end-users
- Trains staff on any new procedures and processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems and assessing impact of issues
- Ensures team has up-to-date documentation, processes, and procedures for the department
- Provide weekly and/or monthly status updates to the Chief of Police and/or Mayor
- Provide training and manuals for new staff
- Perform and/or delegate regular backup operations and implement processes for data protection, disaster recovery and failover procedures
- Maintaining an up-to-date policy and procedure for the department
- Train staff on redacting process
- Respond to all request for video documentation from courts, citizens, media, attorneys, etc. Provide details to Chief on the request (i.e., resources needed to complete the request, hours to complete request, what information needs to be blocked out, if no footage is available, etc.)
- Create forms needed for the department
- Other duties as assigned
- Responsible for answering all FOIA request
- Redacting all Body recordings & video, vehicle dash cam video, sky cop video and drone footage video per request
- Responsible for providing full unredacted and redacting video to city attorney per request

### **Minimum Qualifications:**

- Bachelor's degree in Information Technology or related field required
- 10 years' experience in Information Technology or related position required

**Salary:** Commensurate with experience

Complete a general employment application **online** at [www.westmemphisar.gov](http://www.westmemphisar.gov)