Recommendations					
Effective 9-1-2026					
Department	**Action**	**Current Title**	**Proposed Title**	**Current Grade**	**Proposed Grade**
Re-organization - Recreation					
Police	Approve the Police Safety Systems Technician Job Description and position which will be a replacement for the Communications Director. This position is needed due to the transfer of communications to Caldwell County and a reorganization of logistics duties.	Communications Director	Police Safety Systems Technician	26	26
Note: The change was allocated in the 2026-2027 Budget.					

Police Safety Systems Technician

An employee in this class is responsible for the installation, maintenance, troubleshooting, and administration of mission-critical communications infrastructure and electronic systems for the Lenoir Police Department. This includes radio systems, in-car and body-worn camera systems, and mobile data technologies. The employee ensures all systems operate reliably to support public safety operations and regulatory compliance.

Work requires a high level of technical expertise, attention to detail, and the ability to work independently while managing multiple priorities. The employee also serves as the department's Terminal Agency Coordinator (TAC) for Division of Criminal Information (DCI) systems and ensures compliance with all state and federal requirements.

Distinguished Features of the Class

This is a specialized technical support position focused on public safety communications systems and criminal information compliance. Unlike general IT or administrative roles, this position combines hands-on technical system management with regulatory oversight responsibilities related to DCI and Criminal Justice Information Services (CJIS).

The employee operates with a high degree of independence and is the department's primary subject matter expert for communications equipment, mobile technologies, and DCI compliance. The role requires coordination with state agencies, vendors, and internal personnel, as well as responsibility for audit readiness and system security.

Duties and Responsibilities

- Installs, programs, maintains, and troubleshoots department radio systems.
- Maintains and supports in-car camera systems and body-worn camera devices, including software and data management components.
- Administers and maintains mobile hotspot devices assigned to department vehicles, as well as department issues cell phones.
- Manages and maintains department technology inventory, including desktop computers, laptops/mobile data terminals (MDTs), tablets, and related equipment; oversees assignment, tracking, replacement, and documentation of devices and Terminal Identification Numbers (TIDs) to ensure accountability, operational readiness, and accurate records management.
- Diagnoses and resolves technical issues related to communications infrastructure and associated electronic systems.
- Provide basic management of police two-way radios to include assignment and basic troubleshooting.
- Serves as the department's Terminal Agency Coordinator (TAC) for DCI.
- Administers and manages DCI system access and user accounts.

- Ensures compliance with all DCI and CJIS policies, procedures, and security requirements.
- Conducts and documents DCI validations and manages computerized criminal history (CCH) records.
- Coordinates and prepares for state-mandated audits, including hot files, CCH, and network security audits.
- Conducts NCIC entries and Computerized Criminal History requests.
- Provides required security awareness training to department personnel.
- Serves as the primary point of contact with state agencies regarding DCI compliance and audits.
- Maintains documentation related to system configurations, maintenance, and compliance activities.
- Coordinates with vendors and service providers for system upgrades, repairs, and support.
- Assists with procurement recommendations for communications and technology equipment.
- Provides technical support and training to department personnel on assigned systems.

Additional Job Duties

- Adhere to City policy, standards and prescribed procedures.
- Serve as back-up Evidence and Property Management Custodian.
- Performs other related duties as required.

Recruitment and Selection Requirements

Knowledge, Skills, and Abilities

- Operational knowledge of radio programming, communications infrastructure, and electronic systems.
- Working knowledge of law enforcement related records management systems, Computer Aided Dispatch, and related hardware.
- General understanding of law enforcement related equipment and technology.
- Strong verbal and written communication skills.
- Effective interpersonal and customer service skills.
- Strong organizational skills and attention to detail.
- Proven time management skills with the ability to meet deadlines.
- Strong analytical and problem-solving abilities.
- Ability to prioritize and manage multiple tasks simultaneously.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and related software systems.

Physical Requirements

- Must be physically able to operate a variety of machinery and equipment including computers, printers, copiers, servers, and other IT related equipment, etc.
- Must be able to perform very heavy work exerting more than 100 pounds of force occasionally, and/or more than 50 pounds of force frequently, and/or more than 20 pounds of force constantly to move objects.
- Must be able to work in confined spaces as well as at heights of 25 feet or more.
- Work will be done in a variety of climates.
- Must have minimal levels of eye/hand/foot coordination.
- Requires the ability to differentiate between colors and shades of color.

Minimum Qualifications

- High School Diploma or equivalent.
- Possession of, or ability to obtain, DCI certification in Modules 1, 2, and 3.
- Possession of, or ability to obtain, a valid North Carolina driver's license appropriate for assigned duties.
- Willingness and ability to successfully complete all pre-employment and employment screening requirements, including medical, psychological, background, and drug screenings.
- Preference given for experience with Getac Body Worn Camera systems and evidence.com platform management
- Preference given for experience in utilization of Essential Personnel asset inventory management