

**DESCRIPTION:** Under limited supervision, plans, organizes, coordinates, and directs the Investigative Services Division criminal identification records activities of a defined unit involving assigned employees who work closely with other operational units within the section to process criminal and non-criminal records. Regular work contacts will include local, state, and federal law enforcement authorities, judicial system officials, other criminal justice agency representatives, and the public. Prepares and evaluates unit budget information. Develops unit policies, procedures, and protocols consistent with other units' operations. Directs the consultation of internal and external experts to interpret statutes, research, and verify arrest records. Oversees the accuracy and security of the Criminal History Database System accessed by law enforcement agencies, court systems, and other appropriate agencies; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is a full performance classification level for first-level supervisory positions which direct the daily operations of one of several units and four or more assigned professional, paraprofessional, and technical level employees handling multiple and different but interrelated complex criminal history functions, processes, and databases. Each position assigned to this class uses independent judgment to respond to complex and non-routine requests for records, and consults with division management and agency and external legal staff, and various end-users of the information processed and maintained. Formal and informal training is provided on the various unit policies, procedures, protocols both internally and externally.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, coordinates, and directs criminal identification records activities of a defined unit involving four or more professional and paraprofessional staff who works closely with other operational units within the section to process criminal and non-criminal records. Reviews and monitors criminal identification records database production for quality control purposes. Checks accuracy of assigned employees' work using computed data to identify and trace discrepancies and to verify accuracy, completeness, and consistency for data.

Monitors backlog of requests and production of employees. Assigns projects to employees. Prepares utilization, production reports and special reports to evaluate effectiveness and utilization of resources. Completes periodic statistical reports and prepares special reports in response to State Patrol needs or questions from a variety of sources. Evaluates processes by reviewing production data, costs, and revenue. Collects and compiles statistical, economic, or administrative data to provide the basis for State Patrol decision making and to provide a basis for assessing the effectiveness of unit and section services. Constructs tables, graphs, charts, and other tabular or illustrative material using manual or automated methods to provide graphic summaries of data and enhance comprehension of data.

Communicates directives of section managers to assigned employees and others in the organization as assigned; contacts representatives of outside organizations to give or receive information. Communicates with State Patrol information technology employees to address database application requirements.

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Supervises or leads other employees outside the assigned unit; trains less experienced workers; performs supervisory responsibilities when the immediate manager is absent or unavailable or in absence of other unit supervisors. Secures approval to hire and train temporary employees to address peak period backlogs.

Schedules, directs, and evaluates the work of unit employees working with criminal identification records to ensure effective and efficient use of time, equipment, and material, and to provide the records to the requestor in a timely manner.

Supervises assigned employees including hiring, promotion, training, assigning and monitoring work, performance evaluation, and discipline. Acts as mentor to employees within the section.

Prepares billing, invoicing, and reconciliation documents and disseminates to other State Patrol sections as necessary.

Confers with State Patrol employees and external representatives to present operational information and training. Responds to inquiries Provides procedural and technical training to internal and external parties.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: manual and automated methods for data collection and analysis; criminal justice State Patrol policies and procedures pertinent to the collection and analysis of data; legislation, policies, and standards governing the mission and/or programs of the State Patrol; available literature and other resource material pertinent to the programs and activities of the State Patrol; the demographic characteristics, such as economic, social, industrial, or occupational, of problems of those served by the agency; criminal justice system; applicable State statutes; principles of public information.

Ability to: interpret and apply State and federal laws and standards, and State Patrol rules, polices, and procedures with regard to criminal history background and automated fingerprint information system (AFIS) checks; understand and apply technical narrative material including manuals, handbooks, and instructional memoranda, and computer printouts; summarize statistical, program, and administrative data into research reports and publications; design and implement research projects within organizational constraints and resource limitations; apply quantitative methods to analyze and interpret data; identify trends and critical elements of operations for immediate supervisor and other management officials; communicate effectively to direct the exchange criminal history information to collect, analyze, interpret, and report individual records to requesting parties; solve operational problems; research State Patrol records to analyze data as it applies to specific State and federal laws; advise employees of new and updated statutory requirements for the division; interpret and apply State and federal laws and standards, and State Patrol rules, polices, and procedures.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience supervising, leading, or coordinating other workers, and post high school coursework, training, or experience in criminal justice, business, computer science, communications, accounting, law, data systems management, or related administrative field.

**SPECIAL NOTES:**

Applicants must successfully pass an extensive background screening prior to employment, which may include completion of a Personal History Questionnaire.

Applicants and employees cannot maintain continuous associations or dealings with persons, groups, or organizations known to be under criminal investigation or indictment or to have present involvement in felonious or criminal behavior and such actions will be grounds for rejection or dismissal

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).