

**City of San José**  
**CLASS SPECIFICATION**

09/24

**Title: Crime and Intelligence Data Technician (1199)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Police Department	Varies	Non-Exempt

**CLASS SUMMARY**

Under general supervision, is responsible for paraprofessional administrative work in the Police Department. Collects, reviews, and compiles crime data used in law enforcement, administration, operation, and management. Provides technical support to the Crime Analysis Unit; conducts data analysis and quality control of Uniform Crime Reporting (UCR); and prepares analytical reports utilizing administrative, strategic, operational, tactical, predictive, and intelligence analysis techniques. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a paraprofessional classification within the Crime and Intelligence Data Technician series, responsible for providing support for assigned departmental operations and/or programs. An employee in this classification performs a variety of administrative assignments related to the collection and encoding of crime data. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class differs from the next higher class of Senior Crime and Intelligence Data Technician in that the incumbent of the latter class has supervisory duties and performs more complex work. This class is distinguished from Staff Specialist, in that the latter has general administrative responsibilities.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

Completion of high school or equivalent such as General Education Diploma (GED) or California Proficiency, AND one (1) year of experience performing specialized clerical work involving the receipt, filing, retrieving, reporting, and processing of records on criminal justice activities.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices; knowledge of police and crime reporting methods, procedures, and analysis; knowledge of UCR codes, Summary and Incident Based Reporting codes, and California Penal Code crime reporting codes; Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Team Work and Interpersonal Skills - Develops effective relationships with co-workers and

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supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

**Additional Competencies and/or Desirable Qualifications**

**(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)**

- Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Performs data entry and compiles data for departmental use; reviews documents for accuracy and/or content; makes, analyzes, and prepares reports; prepares and presents a variety of materials; abstracts written materials; performs statistical and clerical work.	Daily/Several Times
2.	Reviews crime reports and determines proper crime classification according to state and federal guidelines; applies quality control measures to ensure accuracy of data entered into the Records Management System (RMS).	Daily/Several Times
3.	Establishes ongoing communication with personnel in other units to obtain pertinent and timely information.	Daily
4.	Works within mandated deadlines; tracks reporting status, assesses deficiencies and possible delays.	Daily
5.	Answers and screens telephone calls, takes messages, and refers telephone calls to appropriate person; answers questions and provides a variety of information over the telephone that requires knowledge of the organization, procedures, laws, rules, and regulations.	Daily

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6.	Codes items for posting, entering or listing; makes arithmetical calculations; maintains diversified records; prepares and distributes a variety of documents with legal implications and deadlines.	Daily
7.	Prepares and drafts basic memorandums, meeting notes and other documents; answers correspondence, prepares summaries of records, minutes, and other documents; compares a variety of documents such as month end submittals to DOJ and FBI to check for arithmetical accuracy and general completeness.	Daily
8.	Supervises the maintenance of files, sets up complex filing systems and procedures, including retention control procedures and automated recordkeeping systems; maintains and updates files, forms, records, and documents, such as those of a legal or technical nature; updates logs and tracking systems; retrieves records and documents as requested.	Weekly
9.	Prepares and submits official crime statistics to the Department of Justice (DOJ) per the Federal Bureau of Investigations' (FBI), Uniform Crime Reporting (UCR) Program, as mandated by the State of California.	Intermittent
10.	Opens, reads, sorts, and distributes mail.	As Required
11.	Performs other related duties as assigned.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

**CLASSIFICATION HISTORY** *Created 03/17, Revised 09/24*