



CLASS TITLE | REAL TIME INFORMATION CENTER (RTIC) INTELLIGENCE SPECIALIST

PAY GRADE: AT-28 | www.cityoftulsa.org/pay

Class Code: 3612

Effective Date : 11/15/2023

PURPOSE OF THE CLASSIFICATION: Under general supervision performs a variety of support duties related to the day-to-day operation of the Real Time Information Center (RTIC), including monitoring and research using video, open-source media, sensor technologies, and varied software applications and databases, relaying information using multiple communication devices, and tracking and assessing Tulsa Police Department activities; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Operates various devices integral to identifying priority calls for RTIC support, including accessing, navigating, and recording disparate video systems, as approved by management, and monitoring calls for service on Computer Aided Dispatch (CAD) screens and viewing selected public-private video assets
- Monitors live camera feeds and other data sources in order to assist with calls for assistance, including critical incidents or special events, proactively monitoring camera systems for public safety situations and communicating necessary information to essential personnel
- Demonstrates strong attention to details in locating addresses, video assets, and associated call related data during a call for service
- Observes, detects, and appropriately reports to dispatchers and responding personnel observed relevant information, including suspicious behavior and circumstances, recording dates, time, and camera location or records those activities, as approved by management
- Collects and organizes information from all available resources into actionable intelligence to support public safety field and investigative personnel
- Prepares concise and accurate incidents, supplemental, investigative, and other necessary reports, including statistical reports provided to RTIC supervisors and command staff
- Follows criminal justice and legal protocols, following agency policies and procedures, and exercising technical expertise in the capture, preparation, and storage of data and video related work product(s)
- Responds to requests for evidence regarding critical incidents in accordance with applicable policies and procedures, as well as local, state, and federal regulations
- Notify supervisory staff regarding important or critical incidents and documenting RTIC assets in a daily activity report
- Participates in meetings and training sessions on current best practices, methodology, procedures, and applicable laws and trains other agency personnel on RTIC operations
- Work various shifts to include weekends and nights
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must be able to pass a background screening and skills test and meet one of the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. Completion of 60 hours from an accredited college or university; **and either**,
 - a. Two (2) years' experience relevant to the essential tasks listed in this job description; **or**,
 - b. Two (2) years' experience in emergency services, military, security, information technology, cybersecurity, CCTV operations, data analysis, investigations, dispatch and logistics, drone operations, or public safety; **or**,
2. Graduation from an accredited college or university with a bachelor's degree; **preferred:** *education and/or experience relevant to the essential tasks or in fields such as emergency*



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services, military, security, information technology, cybersecurity, CCTV operations, data analysis, traffic control, investigations, dispatch and logistics, drone operations, or public safety.

Knowledge, Abilities, and Skills:

Good knowledge of:

- Cardinal directions and map navigation
- Microsoft Windows and Office Suite software

Ability to:

- Understand and adhere to all applicable federal, state, and local laws, codes, regulations, policies, and procedures
- Demonstrate speed, fluidity, and accuracy while concurrently operating multiple technologies
- Maintain confidentiality and security of highly sensitive information
- Exercise good judgement, think critically, apply logic, and respond quickly and accurately
- Effectively communicate orally and in writing
- Speak clearly and modulate voice in stressful situations
- Prepare concise and accurate written statements
- Provide high-level customer support
- Establish and maintain effective working relationships with internal and external customers, co-workers, City staff, elected officials, and vendors
- Understand technical materials, oral and written instructions, and demonstrate understanding through performance

Skill in:

- Analytical reasoning and high-level problem solving
- Communicating effectively across multiple media (verbal and written)
- Creating narrative reports

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, mouse, gaming controller, and telephone; occasional lifting, carrying and pulling up to 20 pounds; occasional lifting up to 50 pounds; and may be subject to walking, standing, sitting, reaching, bending, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid class “D” Oklahoma Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-05

**Group: Clerical and Administrative Series
Data Processing and Information Services**