JOB FAMILY SUMMARY:

This document describes all job classifications in this job family which vary in grade level as indicated below. Included in this document are the **progression** instructions for current employees to progress from one grade to the next once they meet all requirements. Find the detailed specific requirements of each classification in the job descriptions below.

Class Title	Pay Grade	Progression /Promotion	Supervision Level	Minimum Education	Minimum Experience	Page #
Real Time Information Center Specialist I	AT-28	Proficiency	Under General Supervision	60 College Hours	1 Year	2
Real Time Information Center Specialist II	AT-32	Proficiency	Under General Supervision	120 College Hours	2 Years	6

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

PURPOSE OF THE CLASSIFICATION: Positions in this class support the day-to-day operations of the Tulsa Police Department Real Time Information Center (RTIC), by utilizing a diverse set of tools and software to monitor and research video, open-source media, law enforcement technologies and - databases, GPS tracking software, and applications, relaying information using multiple communication devices, and tracking and assessing Tulsa Police Department activities; and performs other related duties as assigned.

WORKING ENVIRONMENT:
AT-28 and AT-32: Working environment is primarily indoors in an office setting and may require some travel to various City locations.

PHYSICAL REQUIREMENTS:
AT-28 and AT-32: 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.

AT-28 | RTIC SPECIALIST I   CLASS CODE: 3612

ESSENTIAL TASKS:
- Operates various devices and technology essential to identify priority calls for RTIC support, including accessing, navigating, and recording several video systems, as approved by management and monitoring calls for service on Computer Aided Dispatch (CAD) screens and viewing selected public-private video assets to develop and provide real-time actionable information to essential personnel
- Monitors live camera feeds, and other data sources to assist with calls for service during critical incidents or special events by proactively monitoring camera systems for public safety situations and communicating pertinent information to essential personnel
- Locates suspects, victims, addresses, and video assets and associated call related data during a call for service or request for assistance
- 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 incident, supplemental, investigative, and other necessary reports to RTIC supervisors and command staff
- Follows criminal justice and legal protocols, following agency policies and procedures, and exercises technical expertise in the capture, preparation and storage of data and video work product(s)
- Notifies supervisory staff of important or critical incidents and documents RITC assets utilized in a daily activity report
- Participate in meetings and training sessions on current best practices, methodology, procedures, and applicable laws and trains various agency personnel on RTIC operations
- Provides testimony in court when requested
- Work various shifts to include weekends and nights
- Reports to work on a regular and timely basis

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Completion of sixty (60) college hours from an accredited college or university; **and,**
(b) One (1) year of experience relevant to the essential tasks listed in this job description

Knowledge of:
- The structure and orientation of traffic arteries, feeder routes, and local residential roads, alongside the basic principles of street numbering and addressing
- Microsoft Windows and Office Suite software
- Internet social media search databases and methods

Ability to:
- Adapt well in a rapidly changing and stressful environment
- Understand technical materials and oral and written instructions
- Understand and adhere to all applicable federal, state, and local laws, codes, regulations, policies, and procedures
- Rapidly adapt and master multiple software applications and their functionalities
- Prepare brief, concise and accurate written statements
- Remain calm and composed during stressful situations and provide guidance
- Use logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation
- Serve as a representative of the City of Tulsa, demonstrating a positive attitude and progressive actions through the display of courtesy and appropriate tact and discretion in interactions with internal and external customers

Skill in:
- The use of computers and various software
- Excellent verbal and written communication
- Analytical reasoning and high-level problem solving
- Analyzing data, or information to provide management pertinent information and reports
- Good speech and voice modulation
- Mental alertness and emotional stability
- Report writing
- Maintain confidentiality and security of highly sensitive information and other records
- Multitasking

Licenses and Certificates:
a) Possession of a valid Oklahoma Class "D" Driver license; **and,**
b) Must be able to pass a background screening and complete an annual Criminal Justice Information Service Training (CJIS)

AT-28 | RTIC SPECIALIST I   CLASS CODE: 3612

Proficiency Requirements			
Proficiency	**Time in Class**	**Training**	**Licenses & Certifications**
#1	12 months	Twelve (12) months in the position; **and,**	
		Pass a scenario-based test designed to simulate a real-time call in response to a high-stress incident; **and,**	
		Completes two (2.0) credit courses from either an internal City of Tulsa Development Training course or an external course equivalent, not previously taken, and approved by management; **and,**	
		Obtain a National Real-Time Crime Center Professional Certification from the National Real Time Crime Center Association (NRTCCA); **and,**	
		Complete four (4) total FEMA National Incident Management System (NIMS) certifications: • ICS-100 Introductions to the Incident Command System • ICS-200 ICS for Single Resources and Initial Action Incidents • ICS-700: National Incident Management System • ICS-800: National Response Framework	

To Progress to an RTIC Specialist II AT-32		
Progression	24 months	Eligible to progress when all proficiency steps are obtained, and the employee has served as an RTIC Specialist I for a minimum of twenty four (24) months.

AT-32 | RTIC SPECIALIST II   CLASS CODE: 3631

ESSENTIAL TASKS:

- Operate various devices essential to identify priority calls for RTIC support, including accessing, navigating, and recording several video systems, as approved by management, and monitoring calls for service on Computer Aided Dispatch (CAD) screens and viewing selected public and/or private video assets
- Monitor live camera feeds, and other data sources to assist with calls for service, including critical incidents or special events, by proactively monitoring camera systems for public safety situations and communicating necessary information to essential personnel
- Locates suspects, victims, addresses, video assets and associated call related data during a call for service or request for assistance
- Observes, detects, and appropriately reports to dispatchers and first 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 information, intelligence to support public safety field and investigative personnel
- Monitor systems for alerts regarding criminal activities, search systems for historical data, accurately provide reports and document activities and response steps for statistical reporting and record retention, as requested by management
- Follows criminal justice and legal protocols, policies and procedures, and exercise technical expertise in the capture, preparation and storage of data and video related work product(s)
- Responds to requests for video evidence regarding critical incidents in accordance with applicable policies and procedures, as well as local, state, and federal regulations
- Participates in meetings and training sessions to remain current in work methods, procedures, and related laws while also training other agency personnel on RTIC operations
- Provides testimony in court when requested
- Works various shifts to include weekends and nights
- Must report to work on a regular and timely basis

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Completion of 120 hours from an accredited college or university **and,**
(b) Two (2) years of experience relevant to the essential tasks listed in this job Description

Knowledge of:
- The structure and orientation of traffic arteries, feeder routes, and local residential roads, alongside the basic principles of street numbering and addressing
- Cardinal directions and map navigation
- Microsoft Windows and Office Suite software
- Internet social media search databases and methods

Ability to:
- Understand technical materials and oral and written instructions
- Understand and adhere to all applicable federal, state, and local laws, codes, regulations, policies, and procedures
- Rapidly adapt and master multiple software applications and their functionalities
- Remain calm and composed during stressful situations and provide guidance
- Use logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation
- Serve as a representative of the City of Tulsa, demonstrating a positive attitude and progressive actions through the display of courtesy and appropriate tact and discretion in interactions with internal and external customers

Skill in:
- The use of computers and various software
- Analytical reasoning and high-level problem solving
- Visual and auditory acuity
- Excellent communication both verbal and written
- Good speech and voice modulation
- Mental alertness and emotional stability
- Report writing
- Analyzing data, or information to provide management pertinent information and reports
- Maintain confidentiality and security of highly sensitive information and other records
- Multitasking

Licenses and Certificates:
a) Possession of a valid Class "D" Oklahoma Operator's license; **and,**
b) Must be able to pass a background screening and complete an annual Criminal Justice Information Service Training (CJIS)

AT-32 | RTIC SPECIALIST II   CLASS CODE: 3631

Proficiency Requirements			
Proficiency	**Time in Class**	**Training**	**Licenses & Certifications**
#1	12 months	Twelve (12) months in the position; **and,**	
		Complete two (2) training courses from an outside entity, not previously taken and approved by management; **and,**	
		Teach an eight (8) hour training class approved by management; **and,**	
		Completes two (2.0) credit courses from either an internal City of Tulsa Development Training course or an external course equivalent, not previously taken, and approved by management; **and,**	
		Complete two (2) FEMA National Incident Management System (NIMS) certifications: • NIMS IS-300 Intermediate Review for Expanding Incidents • NIMS IS-240.C Leadership & Influence or equivalent	

To Become a RTIC Supervisor EX-36

No progression available to EX-36 - Promotion Only