Senior Police Data Operations & Administrative Analyst

SUMMARY/PURPOSE
To support the Police Department and community through operational and strategic administrative analysis, completing complex and confidential tasks using a variety of analyses. This position provides services in support of the deployment and end-user functionality for multiple law enforcement applications in conjunction with IT, develops workflow, and advises on best practices pertaining to technologies available to the Police Department and partner agencies.

DISTINGUISHING FEATURES OF THE CLASS
The work of the Senior Police Data Operations & Administrative Analyst differs from the Police Records Technician I & II classifications in the degree of complexity of assignments, experience, depth of knowledge and ability to work with a high degree of independence. Employees at this level are fully aware of the operating procedures and policies of the work and assist in the development, improvement, and implementation of systems, plans, policies, and procedures to continuously improve processes. This position conducts comprehensive and complex projects requiring greater technical and analytical skill, and considerable independent judgment. This position will provide direction and training to assigned staff in support of the Police Department's mission, priorities, and directives.

SUPERVISION RECEIVED
The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN
Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES
1. Serve as the subject matter expert for data quality, integrity, and compliance; ensure reliable data by defining standards, identifying anomalies, and resolving issues with large datasets; determine department level impact and root cause for data quality issues, scope, and complexity of issue, and develop process for long-term solutions; provide data quality training and presentations to department personnel and external agencies.
2. Develop and maintain reporting framework for the department, define best practices, and design analysis and data reporting systems for use throughout the department; provide long-range comparisons and prepare recurring reports for internal and external agencies; collaborate with department leadership and analysts to create reports/dashboards that provide insight into department priorities and initiatives; train internal and external agency staff on how to use and create reports.
3. Serve as the primary administrative analyst, providing data both regularly and on request to department leadership, City Administration, City Council, and the community, ensuring released information is in accordance with the Minnesota Government Data Practices Act (MGDPA) and properly documented.
4. Reconcile department crime stats with the Bureau of Criminal Apprehension (BCA); develop and maintain formal methodology for data reconciliation; ensure that data is transferring properly through the interface and accurately categorized; collaborate with department leadership to establish and refine best practices for department crime and statistical reporting.
5. Generate accurate statistical reports and presentations in response to data requests and grant applications, ensuring data accuracy, validity, and reliability, and communicate findings effectively to uphold departmental values.
6. Prepare clear and comprehensive reports and presentations for diverse audiences, emphasizing accuracy and clarity, and communicate analytical findings through various methods, including presentations and daily interactions.

7. Serve as Records Administrator for the Police Management Software and other law enforcement databases; maintain access, legal compliance, respond to audits, and identify, prioritize, and communicate concerns and recommendations regarding aspects that affect productivity and efficiency of the department.
8. Respond to daily end-user software concerns and inquiries. Responsible for the day-to-day onsite troubleshooting, configuration, and testing of new systems and programs for the department.
9. Solicit and coordinate demonstrations and trials of new software to support department, and make recommendations to the department providing data for improvements.
10. Provide partner agency support for law enforcement applications and interfaces including the development of training materials, resource documents in multiple formats and support for system configuration, settings, and reporting.
11. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
12. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
13. Provide training on new or modified procedures and policies to all affected parties.
14. Coordinate and perform data operations and administrative analysis functions and programs for the City.
15. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
16. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
17. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
18. Other duties may be assigned.

JOB REQUIREMENTS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
   A. Bachelor's degree in criminal justice, statistics and analysis, mathematics, behavioral sciences, computer science, business, or a closely-related professional field, and one (1) year of full-time related experience; OR a minimum of five (5) years of related education and/or full-time, verifiable professional experience in a law enforcement agency or law enforcement technology setting with increasing responsibility compiling and analyzing data.
   B. Training and/or certification in project management and various types of analysis (e.g., tactical, strategic, and operational); professional association certifications; software training in Excel, PowerPoint, ESRI/ArcGIS, mapping software, crime analysis, communication data analysis, etc., are preferred.
   C. Prior experience in a law enforcement administrative or crime analysis capacity is preferred.

2. License Requirements
   A. Must obtain Criminal Justice Information Services (CJIS) Certification upon hire and maintain annual certification thereafter.

3. Knowledge Requirements
   A. Comprehensive knowledge of modern quantitative research methods, including research design, statistical analysis, frequency distribution, association matrices, and link analysis; computer software programs, including spreadsheets, database, word processing, graphics, presentations, GIS mapping, and data mining.

      B.   Comprehensive knowledge of data gathering techniques and modern police methods related to Uniform Crime Reporting, NIBRS Crime Categories, and analysis using public and law enforcement databases to identify discrepancies and ensure accurate crime reporting.

      C.   Comprehensive knowledge of advanced techniques in computer applications and software to enter, access, process, and merge a variety of data from multiple sources.

      D.   Comprehensive knowledge of the intelligence cycle, analytical practices, and investigative process used in the acquisition, validation, and dissemination of crime information.

      E.   Comprehensive knowledge of ethics and confidentiality practices related to data accessed.

      F.   Comprehensive knowledge of Minnesota Data Practices Laws.

      G.   Comprehensive knowledge of business computer user applications such as Microsoft Word, Excel, Access, and PowerPoint.

      H.   Comprehensive knowledge of Duluth Police Department policies, operating procedures, processes, and forms.

      I.   Comprehensive knowledge of principles and practices of customer service.

      J.   Knowledge of problem-solving and conflict-resolution techniques.

      K.   Knowledge of applicable safety requirements.

      L.   Knowledge of, or the ability to learn, City policies and procedures.

      M.   Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.

      N.   Knowledge of effective leadership and personnel practices.

4. Skill Requirements

      A.   Skill in analyzing complex technical and administrative problems, evaluating alternative solutions, recommending and implementing effective courses of action.

      B.   Skill in troubleshooting and identifying computer information system deficiencies.

      C.   Skill in interpreting maps, researching, gathering, organizing, and analyzing data, drawing logical conclusions, and preparing clear and concise reports, presentations, graphs, charts, visuals, letters, and memos.

      D.   Skill in communicating clearly and concisely, both verbally and in writing for sound consultation to the public, professionals, and coworkers.

      E.   Skill in organization and prioritization.

      F.   Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.

      G.   Skill in managing one's own time and the time of others.

      H.   Skill in completing assignments accurately and with attention to detail.

      I.   Skill in mediation and dispute-resolution.

      J.   Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

      A.   Ability to understand complex, high quantity, and sometimes contradictory information to effectively solve problems, adapting approach, goals, and methods to achieve successful solutions and results in dynamic situations.

      B.   Ability to research and communicate new methodologies, trends, techniques, software, and skills in the professional world of analysis and attend trainings as required to become proficient in the use of specialized job-related software.

      C.   Ability to work with considerable initiative, independence, and discretion, making sound judgments, being precise and accurate in information communicated, safeguarding/disseminating confidential or sensitive information, ensuring accountability and be relied upon to achieve excellent results with little need for oversight.

      D.   Ability to manage time effectively, anticipating, organizing, and managing the needs of multiple stakeholders, often involving assignments of a complex nature or involving competing priorities, to produce work products that are accurate, thorough, and on time.

      E.   Ability to read, understand, and interpret federal, state, and local laws, regulations, policies, and procedures pertaining to law enforcement and analysis.

F. Ability to use a logical thought process, thinking analytically and creatively to address problems and provide relentless follow-up and assessment of analytics, products, and support provided.
G. Ability to testify in court and conduct presentations before the department, various law enforcement agencies, and community stakeholders.
H. Ability to execute job functions with a high attention to detail and accuracy and concentrate on fine detail with frequent interruption.
I. Ability to handle high work volume with professional composure, working under stress with accuracy and efficiency.
J. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
K. Ability to communicate and interact effectively with members of the public.
L. Ability to communicate effectively both orally and in writing.
M. Ability to recognize, analyze, and solve a variety of problems.
N. Ability to organize and prioritize work while meeting multiple deadlines.
O. Ability to handle difficult and stressful situations with professional composure.
P. Ability to work successfully as a member of a team and independently with minimal supervision.
Q. Ability to train and lead others.
R. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
S. Ability to enforce safety rules and regulations.
T. Ability to maintain confidential information.
U. Ability to demonstrate dependability, responsibility, and consistency in job performance.
V. Ability to attend work as scheduled and/or required.

Physical Demands
The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment
The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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