



Coordinator, Terminal Agency

SALARY GRADE: 15

PURPOSE OF POSITION: To ensure departmental compliance with Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), and National Law Enforcement Telecommunications System (NLETS) policies and that all persons who operate an FCIC terminal are certified in accordance with FCIC policy.

ESSENTIAL FUNCTIONS:

- Ensures all persons who operate an FCIC terminal that has access to NCIC or the Interstate Identification Index (III) are trained and certified in accordance with FCIC policy and that terminal operators renew their certification every two (2) years as required. This position is the Local Agency Instructor for our agency.
- Ensures all in-house trainers of limited access operators and all persons who operate a limited access terminal are certified in accordance with FCIC policy and that they renew their certification every two (2) years as required.
- Provides training and testing to new users and those requiring recertification in FCIC/NCIC policies, procedures, and the use of the system.
- Maintains FCIC database ensuring all agency information is correct and updated, including additions and removals of employees.
- Represents the Police Department during any audits performed by FCIC or NCIC.
- Ensures that the agency is adhering to the “hit” confirmation policy as established by FCIC and NCIC for in-state and out-of-state “hit” confirmations.
- Ensures that the validations are done on a monthly basis.
- Ensures that all stolen/abandoned entries are attached to the original case report.
- Ensures that FCIC, NCIC, and NLETS technical memoranda, newsletters, and manuals are distributed to the appropriate sections/personnel and new procedures and capabilities are used when they become available.
- Ensures that the agency’s terminals are placed in a secure location that prohibits unauthorized use or viewing.
- Maintains a secondary dissemination log for criminal history information disseminated outside of the agency.
- Ensures the appropriate personnel within the agency know the name and phone number of the TAC and ensures FDLE is notified in writing and in a timely manner when the agency TAC changes.
- Attends Regional Working Group (RWG) meetings and CJIS User’s Conferences, when possible.
- Serves as the Communication Liaison with outside agencies and reports information back to internal sources.
- Acts as the Security System Administrator within the Police department by adding, removing and granting access levels to all employees to the building security system, also provides video footing as needed.
- Acts as the Security Administrator for numerous Police department systems, such as ICAD (Computerized Records System), Mobile Data Communications System, Computer Aided Dispatch (CAD) and is responsible for maintaining the information and integrity of the databases.

- Acts as the System Administrator and Point of Contact for the Florida Department of Highway, Safety and Motor Vehicle Driver and Vehicle Information Database (DAVID) and is responsible for maintaining information and integrity of this database with the Police Department's information. Must acquire system user certifications for all users to access system.
- Provides criminal statistical reports for internal and external requests. Responsible for preparing weekly and monthly statistical reports to county and state agencies.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that will be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

JOB BASED COMPETENCIES:

- Knowledge of applicable state and national policies and procedures governing the use of FCIC, NCIC, NLETS, and DAVID (DHSMV).
- Knowledge of FCIC/NCIC and CJNET software and protocols.
- Ability to operate the FCIC workstation and printer and troubleshoot applicable FCIC related problems.
- Ability to communicate technical and other data effectively and clearly, both orally and in writing, and to prepare and present succinct, coherent, and technically accurate reports.
- Ability to establish and maintain effective working relationships within the Police Department, with other City departments and officials, with other agencies, and the public.
- Ability to function across agency organizational boundaries (i.e., records, communications, etc.) in order to coordinate the agency's FCIC/NCIC activities.

PUBLIC CONTACT: Good interpersonal skills are an important component of this position. Contact with other City, County, State, and Federal agencies may be required. Other public contacts may be required from time to time to explain the operation and functioning of the FCIC/NCIC system.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Police Chief or designated representative.

SUPERVISION EXERCISED: Usually none, but may be required to supervise other personnel who have access to the FCIC, NCIC, and NLETS.

PHYSICAL REQUIREMENTS: This is light work requiring the exertion of 20 pounds of force occasionally and up to 10 pounds of force frequently. The work requires visual acuity and manual dexterity to operate standard office, data entry, word processing and other computer equipment. Incumbent is required to have sufficient hearing ability to perceive information at normal spoken word levels.

MINIMUM QUALIFICATIONS:

<p>Coordinator, Terminal Agency</p> <p>Job Code: 15.30 Salary Grade: 15 FLSA Status: Non-Exempt Union: Non-Represented</p>	<ul style="list-style-type: none">• High school graduate or the equivalent• Minimum of two (2) years experience working with FCIC/NCIC; Or the equivalent in education, training, and experience, which would provide the necessary knowledge, skills and abilities• FCIC certified as a Limited Access Operator.• Obtain Full Access Certification and Limited Access Operator Instructor Certification within six (6) months in the position.
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TRAINING REQUIREMENTS: ICS 100 and IS 700