



CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

SUBMITTER: Blair Myhand, Police
Chief

MEETING DATE: October 2, 2025

AGENDA SECTION: Consent

DEPARTMENT: Police

TITLE OF ITEM: Position of Criminal Investigations Bureau Captain reclassified to civilian Communications and Technology Bureau Manager

SUGGESTED MOTION(S):

Motion to reclassify the position of Criminal Investigations Bureau Captain to a civilian Communications and Technology Bureau Manager.

SUMMARY:

Staff have re-evaluated the current position of Criminal Investigations Bureau Captain and have concluded the bureau is operating sufficiently under the leadership of a Lieutenant and a captain level in this bureau is not needed currently.

Staff propose the position be changed to a civilian Communications and Technology Bureau Manager. This position is needed to manage the growing demands of emerging technologies to include real-time crime center, emergency communications, downtown cameras, etc.

BUDGET IMPACT: N/A

Is this expenditure approved in the current fiscal year budget? N/A

If no, describe how it will be funded. N/A



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be considered to be incidental in the performing of their duties just as though they were written in this job description.

Communications and Technology Bureau Manager

Department: Police
Pay Grade: 24
FLSA Status: Exempt

JOB SUMMARY

The Communications and Technology Bureau Manager is responsible for the oversight, planning, and management of all police communications systems, technology infrastructure, and related support services. This position ensures reliable, secure, and effective communication and technology resources that support law enforcement operations, emergency response, and public safety. The Manager leads the Communications and Technology Bureau that includes the Emergency Communications Center, all Information and Operations Technology, and other support functions, supervises staff, coordinates with other agencies, and ensures compliance with federal, state, and local regulations.

An employee in this position will be tasked with development of operational policies, research and integration of new emerging technologies, and ensuring the bureau operates in alignment with departmental goals and objectives. This position has oversight of the following systems and programs including CAD/RMS, radio communications, mobile data, body-cameras, unmanned aerial systems (drones), Real-Time Operations Center (RTOC) processes, and data-driven crime analysis tools. The principal duties of this class are performed in a combination of administrative office settings, secure communications facilities, and in coordination with field operations. This classification is supervisory and reports directly to the Chief of Police. Work is evaluated based on meeting budget allocations, achievement of performance goals, successful implementation of technology projects, positive employee morale, and quality of service provided to both internal and external customers.

ESSENTIAL JOB FUNCTIONS

Communications Management:

- Oversee the operation of the police communications/dispatch center, ensuring 24/7 reliability and efficiency.

- Ensure compliance with applicable laws, regulations, and standards related to public safety communications (FCC, CJIS, NCIC, etc.).
- Develop and maintain policies, procedures, and training programs for communications personnel.
- Manage and evaluate communication equipment including radios, CAD (Computer-Aided Dispatch), 911 systems, and mobile data systems.

Technology Management:

- Direct and manage police technology systems including records management systems (RMS), body-worn cameras, mobile technology, digital evidence platforms, and security systems.
- Oversee technology upgrades, cybersecurity measures, and system integration projects.
- Serve as liaison with IT vendors, service providers, and regional/state communications networks.
- Monitor emerging technologies and recommend strategies to enhance operational effectiveness.

Leadership & Administration:

- Supervise, train, and evaluate communications, technology, and support staff.
- Prepare and manage budgets for communications and technology operations, including equipment acquisition and maintenance.
- Monitors expenditures and seeks grant funding to support technology and operational enhancements where applicable.
- Develop long-term strategic plans for communications and technology infrastructure.
- Ensure continuity of operations through disaster recovery and emergency preparedness planning.
- Completes and reviews performance appraisal with staff and sets goals to enhance performance and professional development.
- Foster collaboration with other city departments, emergency services, and regional partners.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education & Experience:

- Associate's degree in criminal justice, Information Technology, Communications, or related field.
- Six (6) or more years of progressively responsible experience in public safety communications, information technology, or a related field, with at least six (6) years in a supervisory or management role.
- Completion of an executive command leadership program (FBI National Academy, Northwestern SPSC, or equivalent program) or the ability to complete within one year.

- Equivalent combination of education and experience may be considered.

Knowledge, Skills and Abilities:

- Knowledge of principles and practices of law enforcement work, including federal, state, and local laws and ordinances affecting law enforcement at the local level.
- Knowledge of management practices, including developing operating and capital budgets, adapting law enforcement efforts to changing legal requirements, and fiscal management.
- Thorough knowledge of public safety communications systems, operations, and regulatory requirements.
- Thorough knowledge of law enforcement technology platforms, including CAD, RMS, mobile data systems, digital evidence systems, and emerging technologies such as drones, analytics platforms, and Real-Time Crime Center operations.
- Knowledge of personal and special equipment and tools used in law enforcement.
- Knowledge of principles and practices related to employee development, personnel management, and resource allocation.
- Knowledge of general processes related to budgeting and purchasing.
- Plan and manage one or more operational or staff divisions, including law enforcement and civilian employees.
- Ability to analyze complex problems, evaluate effective solutions, and implement improvements.
- Ability to prepare and present detailed reports, project plans, and budgets, including annual operating and multi-year capital budgets.
- Ability to communicate ideas effectively, both orally and in writing.
- Strong organizational, leadership, and communication skills.
- Ability to supervise and manage personnel, including conducting performance evaluations, recommending promotions, handling discipline, and making new hire recommendations.
- Ability to establish and maintain effective working relationships with law enforcement agencies, external partners, and the public.

Special Qualifications:

- Possession of a valid Driver's License to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.
- DCIN Certification, Module 1-3.
- NC DCIN Terminal Agency Coordinator Indoctrination class provided by SBI/CJIS, or ability to obtain in one year.

PHYSICAL DEMANDS

Work in this classification is defined as light/medium work requiring the physical exertion of up to 25 pounds of force occasionally and/or up to a negligible amount of force frequently or constantly to move objects. Work is generally performed in an office environment and secure

communications facilities, with occasional site visits to operational areas. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for depth perception, preparing, and analyzing written or computer data, visual inspection of products, operation of machines, determining the accuracy and thoroughness of work. Work requires dexterity in the hands for typing and operation of standard office equipment.

WORK ENVIRONMENT

Work is performed in a combination of office, secure facility, and occasionally outdoor settings. The position may require attendance at after-hours meetings, participation in emergency response situations, and availability for on-call assignments during critical incidents or system outages.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.