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Criminal Investigations Support Technician

JOB CODE	JOB FAMILY	PROFILE
JCV339	**Business Services & Support**	**Criminal Investigations Support Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**April 10, 2026**

The Criminal Investigations Support Technician, under general supervision, takes live, in-person statements, transcribes audio and visual tapes, prepares the case files, and performs other clerical duties in the support of the Criminal Investigations Division.

Job Description

DUTIES AND RESPONSIBILITIES

- Researches and compiles data, analyzes information, develops reports, and coordinates special projects as delegated by a supervisor.
- Downloads, tracks, stores, catalogs, and transcribes live or digitally recorded criminal investigative interviews conducted by detectives of the Criminal Investigative Division.
- Performs department administrative duties such as coordinating purchase requisitions, securing quotes from vendors; maintenance of records pertaining to daily transactions and business details such as employee time records and budget expenditures.
- Responsible for organizing and preparing the detectives' case files and preparing reports for the District Attorney's office.
- Performs a variety of clerical duties such as composing and typing correspondence, filing and maintenance of records, answering the telephone, transferring calls, taking messages, and assisting in general administrative functions as needed for the Criminal Investigations Division.

- Responsible for establishing and maintaining official documents and internal records in appropriate files which would be considered law enforcement sensitive.
- May be required to apply and maintain a security clearance based on the contingency of assignment to specific federal task force.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Six (6) years of progressively responsible clerical experience utilizing the skills mentioned above.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tile. Working surface is typically dry.
- Worker often works alone both with and without directions from supervisors.
- Worker is exposed to graphic, vulgar language and photographs, and the stress of taking statements from suspected violent criminals or victims/witnesses of violent crimes.
- Worker is required to be on-call on a rotating basis and may be required to report back to work in the middle of the night or early morning hours. May be assigned to work at any sites within the Criminal Investigations Division as needed.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer terminal, computer printer, computer keyboard, typewriter, photocopy machine, fax machine, dictaphone and other recording equipment.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to apply knowledge of typing and general clerical work.
- Must be able to maintain high level of concentration while taking or transcribing statements.
- Must be able to type correspondence and reports with proper format, punctuation, spelling and grammar.
- Must be able to communicate verbally with co-workers as well as the general public.
- Must possess the adaptability to perform a variety of duties, often changing from one task to another task of a different nature without loss of efficiency or composure.

PHYSICAL FUNCTIONS

- Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.
- Must be able to sit for long periods as necessary to perform essential functions.
- Must be able to bend at the waist and twist/rotate occasionally.
- Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.
- Must be able to crouch and kneel occasionally.
- Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform essential duties.
- Must be able to coordinate use of hands and eyes in operation of equipment such as telephone, typewriter and computer.

Additional Description

This job profile is classified as **safety-sensitive**. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization's Drug and Alcohol Testing Policy.

Duties that require a **Commercial Driver's License (CDL), firearm(s) use**, or are otherwise regulated under the **Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act**, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.