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Real Time Operations Center Technician

JOB CODE	JOB FAMILY	PROFILE
JCV453	**Business Services & Support**	**Real Time Operations Center Technician**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**November 3, 2026**

The Real Time Operations Center (RTOC) Technician provides operational support to Sheriff's Office personnel by collecting, analyzing and disseminating information from multiple public safety technology systems. The RTOC Technician collects, analyzes, and disseminates real-time information to support field personnel, enhance situational awareness, improve operational decision-making, and assist in emergency and non-emergency response activities. This position monitors multiple information systems simultaneously, identifies and develops actionable intelligence, and supports officer safety initiatives.

Job Description

DUTIES AND RESPONSIBILITIES

- Monitors and evaluates information from a variety of public safety systems, communications platforms, and information sources to support operational decision making and situational awareness.
- Receives, analyzes, updates and disseminates information in support of public safety operations; ensures the accuracy, completeness and timely distribution of information to appropriate personnel.
- Researches, collects and evaluates information from authorized sources to identify relevant intelligence, operational concerns and emerging public safety issues.
- Provides real-time operational support to personnel, investigators and supervisors during operations, special events and critical incidents.

- Coordinates the collection, analysis and dissemination of information with internal and external partners to support objectives and approved initiatives.
- Creates, organizes, maintains and secures records, files, and other operational documentation in accordance with established procedures, policies and retention requirements.
- Rapidly assess information from diverse sources, recognizes criminal patterns and threats, and communicates relevant information to personnel and leadership.
- Ensures compliance with applicable laws, regulations, policies, procedures and confidentiality requirements governing the handling and dissemination of sensitive information.
- Communicates and collaborates with personnel, partner agencies or stakeholders to coordinate activities and exchange information relevant to public safety operations.
- Documents operational activities, observations, and actions in accordance with established procedures.
- Supports special operations, critical incidents, planned events, and emergency management activities; assists with coordinating resources during active incidents.
- ***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 speci■c job assignments and responsibilities.***

MINIMUMQUALIFICATIONS

- High School Diploma or GED.
- Four (4) years of experience in Data Analysis, Computer-aided dispatch, Utilization of Law Enforcement databases, or computer aided research.
- ***Anyequivalentcombinationofrelatededucationand/orexperiencemaybe considered for the above requirements.***

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

- Possession of, or ability to obtain, NCIC Certification, within six (6) months from date of hire.
- Possession of National Incident Management System (NIMS) Certification preferred.
- Successfully pass the National Criminal Intelligence Recourse Center's 28 CFR Part 23 training within six (6) months from data of hire.
- Holidays, evenings, weekends, irregular flexible hours and shift work may be required with possible extension of shift hours at times on short notice.

PREFERENCES

- Experience working within a public safety environment preferred.

- Type accurately at speed (40 words per minute) necessary for successful job performance.

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 training, if applicable.

WORKING CONDITIONS

- Duties are performed entirely indoors.
- Work is conducted in a temperature-controlled environment.
- Tasks are completed on level, dry surfaces that may be carpeted or tiled.
- Work is performed with minimal supervision.
- Responsibilities include handling confidential and sensitive information.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials handled include files, forms, reports, and a variety of standard office supplies.