

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Police Communications Support Technician

Unit: Office Technical

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Job Code: J1048

Original Date: 06/2026

Last Revision: 06/2026

Staff Type: Classified

FLSA status: Non-exempt

Salary Range: 26

DEFINITION

Under the direction of the Police Communications Supervisor or assigned manager, function as the primary contact for alarm code programming and non-emergency communications within the Police Communications Center.

Receive, review and program user alarm code requests; document calls for service; provide access control and public safety support functions; monitor districtwide safety systems including alarms and mobile safety apps. This classification does not perform police radio dispatching functions.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Police Communications Dispatcher in that it does not require operation of police radio frequencies or dispatching field units via radio. The focus of this classification is on alarm code programming, systems coordination, and support functions that ensure continuity of operations during both routine and emergent conditions, while allowing Police Communications Dispatchers to focus on radio and field-unit coordination. Incumbents operate and monitor physical security and emergency response technologies, including video surveillance systems, access control systems, mobile safety applications, and alarm software. While positions in this class may be authorized to monitor a designated administrative radio channel for emergency communication from campus administrators — they are not assigned primary radio dispatch responsibilities.

EXAMPLE OF DUTIES

1. Program and maintain user PIN codes within district alarm systems including the assignment, revocation, and troubleshooting of access credentials.
2. Receive, evaluate, prioritize, and document non-emergency calls for service and requests for information from students, staff, faculty, and the public.
3. Monitor districtwide alarm systems and access control software; identify and respond to intrusion, fire, or technical alerts according to established procedures.
4. Monitor and triage real-time submissions through mobile safety apps, including tips, chat messages, location alerts, and other multimedia reports.
5. Refer or route information to the department personnel or dispatchers for police field response. Provide assistance and refer or direct non-police callers to the appropriate district department.
6. Support communications personnel by managing incoming non-emergency phone lines and responding to routine public safety inquiries.
7. Accurately document incident activity, calls for service, system alarms, or user support tickets into designated software systems.
8. Participate in training exercises, drills, or system tests related to campus safety, emergency response, or public notification tools.
9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

Alarm systems, access control systems, video management systems, mobile safety applications, and law enforcement databases.
Basic principles of public safety communications operations.
English usage, grammar, spelling, punctuation, and vocabulary.
Modern office practices, procedures and equipment, including standard computer hardware/software applications.
Multi-line telephone systems and professional call handling techniques.
Oral and written communication skills
Penal, municipal, and health and safety codes.
Police radio codes.
Record-keeping techniques.
San Diego city streets and thoroughfares.
San Diego Community College District campuses.
Technical aspects of field of specialty and assigned functions and systems including

Skills and Abilities:

Accurately enter, retrieve, and interpret data using multiple computer programs simultaneously.
Carry out verbal and written instruction.
Communicate effectively and professionally via phone, email, and chat with students, staff, faculty, and the general public.
Exercise sound judgment and remain calm in urgent, sensitive, or fast-paced environments.
Handle confidential information according to established policies and legal requirements.
Maintain attention to detail while performing technical system tasks such as programming user codes in intrusion alarm systems or modifying system access.
Perform clerical duties of average difficulty.
Speak clearly and concisely and act independently and effectively in emergency situations.
Type/keyboard at 30 words per minute.
Work independently with minimal supervision.
Work tactfully and effectively with staff, students, and members of the public from diverse backgrounds.

Training and Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be equivalent to the completion of the twelfth grade supplemented by training in communications, physical security systems, public safety dispatch, or a related customer service industry.

Must successfully complete 160-hour P.O.S.T. Dispatch course within probationary period.

Special Requirements:

Must pass POST background investigation. Be a citizen of the United States or a permanent resident alien who is eligible for and has applied for citizenship; be finger-printed for purposes of search of local, State and national fingerprint files to disclose any criminal record; be of good moral character, as determined by a thorough background investigation; successful completion of a medical examination and psychological testing in order to be found free from any emotional or mental condition which might adversely affect the exercise of a police communications operation.

WORKING CONDITIONS

Physical Requirements:

Category III office setting, typically sedentary in nature.

Environment:

The Police Communications Dispatch Center that operates 7 days a week/24 hours a day; may work alternative workweeks including rotating shifts (days, swing, or graveyards), weekends, holidays, and non-business days. Some overtime is required. Must work at least an 8-hour shift with paid lunchtime. May be required to work through lunch.