

CIVILIAN JOB DESCRIPTION

Position Title: **Digital Evidence Management System (DEMS) Administrator**

Number of Positions: 2

Location: Headquarters – Court Services, DEMS Unit

Civilian Union

PURPOSE:

Reporting to the DEMS Coordinator, the DEMS Administrator is responsible for receiving, reviewing, and processing requests for multimedia digital evidence to meet policy and investigative requirements. The DEMS Administrator plays a crucial role in criminal investigations and court disclosure, administering the retention and destruction of records within digital evidence management systems.

KEY RESPONSIBILITIES:

1. Responsible for the orderly operation of general duties within their assigned Unit. Involves performing technical and administrative law enforcement functions.
2. Controls, collects, redacts, discloses, destroys, and manages the disposition of digital evidence, utilizing various technologies to monitor and fulfill requests.
3. Locates, extracts and stores required multimedia digital evidence, for example audio (dispatch and telephone calls) and operational video, as operationally required in accordance with outlined unit policies and procedures.
4. Utilizes multimedia redaction software to process Provincial Communication Centre (PCC) and officer recordings in adherence to unit guidelines and policies.
5. Liaises with the relevant PCC, requesting frontline officers and other detachment personnel via email or telephone to receive direction and/or to clarify and obtain missing information.
6. Effectively and accurately respond to requests for information related to digital evidence; log requests, gather all required information from the various parts of digital evidence, determine what can and cannot be released and when required, prepare the appropriate response.
7. Other duties as assigned.

Staffing and Licensing Requirements

Must be able to pass NAPS digital evidence management training, including NAPS RMS Records 1 training course.

Must be able to pass a NAPS security background check and criminal record check.

COMPENSABLE FACTORS

KNOWLEDGE:

Knowledge of relevant sections of NAPS policies, protocols, procedures and practices, relevant case law regarding timely disclosure of evidence, including PCC audio and basic procedures related to specific sections of Federal and Provincial Statutes.

Knowledge of relevant sections of legislation, including but not limited to, Police Services Act (PSA) or Community Safety and Policing Act (CSPA), Freedom of Information and Protection of Privacy Act (FIPPA), Rules of Civil Procedure, Police Orders, and any and all other Acts or policies relating to the disclosure of confidential information.

Knowledge of relevant computer software applications to accurately retrieve a high volume of confidential police occurrence information, i.e. NAPS RMS system, audio and video processing/redaction software).

Knowledge of records management practices for both hard copy and computerized records to ensure organized, up-to-date records that allow for retrieval of information to meet management needs.

Knowledge of composition, spelling and grammar to accurately prepare emails, presentations, manuals and any and all other required documentation.

Knowledge of computerized/software for example, Microsoft Word, Excel, Outlook, and police terminology, to type a number and variety of documents.

INTERPERSONAL AND COMMUNICATION SKILLS:

Interpersonal and oral communication skills to obtain and clarify the request for information (e.g. receive direction or explain policies and procedures) and to work in a team environment.

Demonstrated excellent listening skills and attention to detail to accurately locate and extract digital evidence for disclosure as required by relevant legislation/policy.

PROBLEM SOLVING/CRITICAL THINKING:

Problem solving skills and attention to detail to recognize the complexities of requests for digital evidence and accurately determine the digital evidence that is required.

Analytical and reasoning skills to respond to unforeseen demands and changing priorities as multiple requests are received.

Deductive skills to determine which portions of digital evidence are related to requested occurrence, using voice recognition/visual queries, occurrence information and listening skills/attention to detail.

JUDGEMENT AND DISCRETION:

Position works in accordance with established internal procedures, e.g. retrieval process, disclosure guidelines. Work is randomly audited for accuracy, completeness and adherence to requests.

Position works under general supervision in performing digital evidence retrieval duties and refers matters not covered by established procedures to supervisor, e.g. unusual requests.

Position requires the ability to determine the digital evidence required and to ensure all relevant evidence has been fulsomely reviewed by reviewing it and uploading it for use in legal proceedings.

Position requires the ability to assess digital evidence and apply redaction based on standard unit policy and additional redaction requirements for court procedures.

PHYSICAL AND SENSORY DEMANDS:**Physical Demands**

Physical dexterity while operating a computer terminal, including headset, on daily basis, necessitating sitting for extended periods of time, but with the freedom to move around as required.

Sensory Demands

Visual demands when reading information from computer screen while listening to audio, when viewing videos and utilizing redaction software to process requests.

Auditory attentiveness is required when listening to PCC audio and responding to inquiries.

Increased level of concentration is required when listening to PCC audio to ensure accuracy of retrieval.

WORKING CONDITIONS:

This position operates in a standard office environment with exposure to material with disturbing text and images related to homicides, suspicious deaths, deaths of children under the age of 5, attempted murders, missing persons (where foul play is suspected or cannot be ruled out), extradition proceedings, coroner's inquests, judicial inquiries and any other major criminal investigations within NAPS jurisdiction and other external Police Agencies upon request.

Overtime and some travel may be required for occasional operational assignments throughout the province.