



We invite applications for the position of:
REAL TIME INFORMATION CENTER COORDINATOR
\$9,307 - \$11,095 MONTHLY SALARY
Plus a comprehensive benefits package

**The City of San Mateo Police Department is looking for a
Real Time Information Center Coordinator**

The Department

The San Mateo Police Department is seeking a candidate to join our diverse and outstanding group of people dedicated to providing exceptional public service. The Police Department is committed to improving the quality of life and solving problems while protecting our community through professionalism, integrity, and excellence. We strive to be the model police agency that others will emulate and a leader in the County and in our profession, adopting creative and innovative strategies to prevent crime and support those most in need. We will continue to do this through using cutting-edge technology, finding creative solutions to problems, respecting individual rights, and conducting fair and non-biased policing.

Look to some of the reasons why the City of San Mateo is a great place to work: https://www.youtube.com/watch?v= GTIzeSpc_g

The Position

The RTIC Coordinator is a non-sworn classification responsible for overseeing all RTIC operations. This role manages resources, develops and implements training requirements, and ensures the RTIC is functioning effectively. This position provides technical and functional oversight of RTIC to ensure the delivery of timely, accurate real-time intelligence to support field operations and departmental decision-making. The RTIC also participates directly in RTIC operations during peak periods, coordinates scheduling and staffing, and represents the City in related initiatives. Work requires a high level of independent judgment, technical expertise, and the ability to collaborate effectively with sworn personnel, specialized units, and external partners.

Depending upon assignment, duties may include, but are not limited to, the following:

- Efficiently manages resources, including personnel, budget, and technology, to enhance the overall effectiveness of the center.
- Develops training programs and ensures the continuous professional development of personnel assigned to the RTIC.
- Produces complex reports and bulletins for the Police Department to develop strategies and tactics to effectively prevent and control crime.
- Assists the Police Department with real-time information sharing; utilizes video feeds, intelligence databases, and other systems as needed.
- Assists operations and management personnel in planning the deployment of resources for the prevention and suppression of criminal activity.
- Creates and maintains informational databases; uses complex databases and software applications utilized by the RTIC.
- Participates in operations with specialized units to provide real time intelligence through radio communication and other authorized communication platforms.
- Coordinates the scheduling of the RTIC, ensuring coverage when applicable.
- Acts as an operator for the RTIC during peak operation times.
- Monitors the performance of operators assigned to the RTIC for compliance with policies, procedures, and relevant laws.
- Develops and implements work related procedures to satisfy requirements of local, state, and federal laws.
- Represents the City in interdepartmental, interagency task forces, community, and professional meetings as required; makes presentations as necessary.
- Testifies in court.
- Performs other related duties as assigned.

The Real Time Information Center Coordinator receives general direction from the Police Technical Services Administrator or higher-level department personnel.

For a complete list of duties, reference our job specifications at www.cityofsanmateo.org

Knowledge and Abilities

- You possess *knowledge* of methods of identifying essential information; investigative and identification methods and techniques; the methods and procedures of operating radio transmitting and receiving equipment; specialized computer software including Computer Aided Dispatch, video systems, and intelligence systems; federal, state, and local laws, as they relate to the essential functions of this position; standard office practices, procedures, methods, and equipment; organizing, maintaining, and retrieving data from electronic files.
- You possess the *ability* to identify complex problems and review related information to develop and evaluate options and implement solutions; use independent reasoning to solve complex problems; prioritize and make fast and accurate decisions; effectively communicate orally, verbally and in writing with coworkers, law enforcement personnel, supervisors, and to the public; work with restricted law enforcement documents and highly confidential information; establish and maintain cooperative working relationships with those contacted in the course of work; attend work and perform duties on a regular and consistent basis.

Minimum Qualifications

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities would be:

- Three (3) years of experience with a law enforcement agency that includes the operation of transmitting and receiving radio equipment. Two (2) of those years must include experience with crime intelligence, investigations, and/or emergency dispatch.
- Equivalent to a bachelor's degree from an accredited college or university is highly desirable.

License or Certificate

- Possession of a Part 107 certificate (Remote Pilot Certificate) to fly drones with the Police Department's drone team within the first year of employment.

Highly Desirable

- Experience working in a Real Time Information Center or similar real-time operational intelligence environment, including supporting field operations during critical incidents.
- Experience with public safety technology platforms such as CAD, ALPR, video management systems, mapping tools, analytics software, or public safety drone programs.

Benefits

- *Salary:* \$111,689 - \$133,145/month
- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members. Classic employees contribute 7.5% to CalPERS, and New members contribute 6.25% to CalPERS, with participation in the Social Security Program
- Programs: Deferred Compensation plan with 1.5% City contribution of base salary. City will match up to 1% of an employee's contribution
- Free Fitness classes through City of San Mateo Parks and Recreation, Employee Assistance Program, and Credit Union Membership
- Bilingual Differential: \$90 biweekly (if applicable)
- This classification is represented by the Non-Safety Management Association.

Apply

Submit an online application, résumé (*recommended*), and supplemental questionnaire at www.calopps.org/city-of-san-mateo or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline

Recruitment will close on **Monday, March 30, 2026, at 5 p.m. or upon receipt of the first 75 applications, résumés, and supplemental questionnaires, whichever occurs first.**

Examination Process

All applications, résumés (*recommended*), and supplemental questionnaires received will be reviewed for minimum qualifications. Résumés are recommended but do not take the place of a completed employment application. A fully completed application is required; a résumé does not replace the information required on the employment application, including work history. Applications with "see résumé" as a substitution for the work experience description, those with none or unclear current/past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most

highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, training and experience application review, or in the form of a practical demonstration of skill and ability, or any combination of these; an in-person oral board is tentatively scheduled for **Thursday, April 16, 2026**.

An eligible list will be established for those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months with the possibility of an extension for an additional six months. Once placed on an eligible list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

Date Posted: February 25, 2026

Note: *The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION. Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org*

Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment. Candidates selected by the Police Department shall successfully undergo a comprehensive background investigation prior to appointment.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify humanresources@cityofsanmateo.org or (650) 522-7260 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

CITY OF SAN MATEO Real Time Information Center

Supplemental Questionnaire

*Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. **Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable.** The use of AI in your response is strictly forbidden and will result in automatic disqualification. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet, and your application will not be considered for the position; do not put "see resume" or copy parts of your resume/work duties as a response. ***(Questionnaire responses must be submitted with the employment application.)****

1. Describe your experience supporting real-time operations or critical incidents. What was your role, what systems did you use, and how did your work impact field decision-making?
2. List the public safety technology platforms you have worked with (e.g., CAD, ALPR, video management systems, mapping tools, analytics software, drone platforms). For each, describe your level of responsibility (operator, administrator, trainer, policy development, etc.) and how you applied it operationally.
3. RTIC operations involve access to sensitive information and surveillance technology. Describe your experience ensuring compliance with policy, legal standards, or data retention requirements. How did you manage accountability and risk?