



Brenton Rucker

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PROFILE

Technology leader with extensive experience delivering mission-critical public safety systems including CAD/RMS, enterprise surveillance, access control, and emergency communications platforms. Proven ability to design and implement integrated technology solutions across complex multi-agency environments supporting law enforcement, PSAP operations, and municipal infrastructure. Experienced leading technical teams, modernizing legacy systems, and coordinating large-scale deployments involving public safety software, security platforms, and enterprise infrastructure. Trusted by leadership to guide technology strategy, improve operational resilience, and align technical solutions with real-world emergency response workflows.

SKILLS

- Public Safety Technology Systems (CAD/RMS, PSAP operations, surveillance, access control)
- Enterprise Surveillance Platforms (Genetec Security Center – 9,000+ cameras, 7,000 badge holders)
- Workflow Automation & Identity Provisioning (Power Automate, Microsoft Forms, AD, Cherwell)
- Public Safety Infrastructure & Emergency Response Systems
- Solutions Architecture & Systems Integration (Flex, Genetec, PageGate, Alertus, DigiTicket, ERS)
- Identity & Access Governance (Active Directory groups, badge access roles, security permissions)
- Enterprise Systems Modernization & Platform Consolidation
- Vendor Coordination & Technology Implementation

WORK HISTORY

IT APPLICATION SUPERVISOR - PUBLIC SAFETY 01/2025 to CURRENT

Choctaw Nation of Oklahoma | Durant, OK

- Lead technical operations for mission-critical Public Safety systems (CAD/RMS, access control, surveillance, radio infrastructure), managing Tier II/III engineers and ensuring reliability across multi-agency environments.
- Supervise Tier II/III engineers and establish operational governance including SLA development, backlog prioritization, and change management processes aligned with CAB review.
- Coordinate enterprise surveillance and access control initiatives across multiple departments, leading Genetec migrations, upgrades, and access governance for thousands of users and devices.

- Lead multi-year enterprise Genetec modernization initiative consolidating 45+ standalone servers into a unified architecture, improving scalability, operational consistency, and security governance.
- Ensure operational reliability of PSAP systems including Flex CAD, radio infrastructure, and integrated public safety applications supporting emergency response operations.
- Serve as senior technical escalation authority for high-severity incidents affecting public safety systems, coordinating rapid resolution across internal teams and vendors.
- Design and enforce governance workflows for enterprise badge access and surveillance permissions, aligning security controls with operational and compliance requirements.

TECHNICAL SUPPORT ENGINEER III – PUBLIC SAFETY 07/2023 to 01/2025

Choctaw Nation of Oklahoma | Durant, OK

- Served as the primary technical resource for enterprise Public Safety systems, supporting complex integrations, infrastructure operations, and high-availability environments.
- Administered enterprise Genetec Security Center deployment supporting 9,000+ cameras, ~7,000 badge holders, and ~75 operators across multiple facilities.
- Designed and maintained role-based access architecture including partitions, permissions, and Active Directory integration to manage identity lifecycle and access governance.
- Implemented automated security workflows including motion alerts, after-hours notifications, and door-open monitoring to improve situational awareness and facility security.
- Co-designed emergency lockdown and panic response workflows integrating Alertus, messaging systems, and building access controls to support rapid response scenarios.
- Maintained supporting infrastructure including Windows Server environments, patching cycles, service reliability, and basic SQL maintenance supporting surveillance and public safety systems.
- Led enterprise consolidation project migrating 30+ independent surveillance deployments into a centralized enterprise Genetec architecture.
- Administered Motorola Flex CAD/RMS user provisioning, role management, and permission governance supporting emergency services operations.
- Designed CAD mapping architecture and coordinated GIS integration to improve dispatch visibility and operational accuracy.
- Performed operational data maintenance and corrections using controlled import/export processes and database load procedures.
- Integrated PageGate with FirstNet messaging to automate officer assignment notifications and improve field communication workflows.

- Diagnosed and resolved complex issues across CAD, radio infrastructure, application servers, and mobile public safety systems.
- Designed and implemented identity automation workflows using Power Automate, Microsoft Forms, Active Directory, and Cherwell.
- Automated CAD account provisioning based on organizational role, department, and supervisory hierarchy to enforce consistent access governance.
- Reduced more than 700 manual provisioning requests annually by implementing automated approval workflows, security group assignments, and service ticket generation.
- Provided 24/7 on-call incident response for critical public safety systems with a 15-minute response SLA for priority incidents.
- Responded to high-severity incidents involving CAD outages, radio infrastructure failures, surveillance systems, and PSAP operations.
- Coordinated troubleshooting and resolution efforts with internal teams, vendors, and emergency services stakeholders during critical system incidents.
- Authored operational documentation, knowledge articles, and troubleshooting guides to support Tier 1 support staff and improve incident response consistency.
- Documented system access workflows, operational procedures, and troubleshooting standards across public safety technology platforms.

SOLUTIONS ARCHITECT – FLEX

12/2022 to 07/2023

Motorola Solutions

- Served as technical lead for Motorola Flex CAD/RMS implementations, coordinating with customer stakeholders, project managers, and third-party vendors to deliver successful deployments.
- Analyzed agency dispatch and records management workflows to gather integration requirements and ensure Flex CAD/RMS aligned with operational needs.
- Designed and configured system integrations using Motorola deployment frameworks and vendor playbooks to support CAD, messaging, and supporting public safety systems.
- Supported end-to-end deployment activities including system configuration, validation, and production cutovers for new CAD/RMS environments.
- Troubleshot complex implementation issues across application servers, integrations, and supporting infrastructure to ensure stable deployments.
- Worked closely with public safety agencies to align technical configurations with operational dispatch processes and emergency response workflows.
- Provided technical guidance during project execution, helping ensure successful system adoption and operational readiness for agency personnel.

DIRECTOR OF INFORMATION TECHNOLOGY

02/2020 to 12/2022

City of Durant

- Oversaw city-wide IT operations, infrastructure modernization, budgeting, and vendor management supporting municipal departments including Police, Fire, Public Safety, and administrative services. Led technology strategy and cross-department initiatives to improve operational reliability, security, and long-term sustainability of municipal systems.
- Led IT and GIS personnel while coordinating directly with city leadership, department heads, and public safety officials to align technology initiatives with operational priorities and service delivery needs.
- Directed city-wide infrastructure modernization efforts, improving system reliability, operational efficiency, and long-term sustainability of municipal technology services.
- Eliminated more than \$125K in annual technology waste by consolidating systems, renegotiating vendor contracts, and optimizing software licensing and infrastructure spending.
- Led major public safety technology deployments including implementation of 51 Motorola V300 body cameras, 51 4RE in-car video systems, and supporting infrastructure with automated cellular upload workflows.
- Managed replacement of legacy CAD/RMS platform with Motorola Flex across Police and Public Safety, coordinating vendor implementation, system configuration, and operational transition.
- Collaborated directly with police leadership and municipal stakeholders to ensure public safety technology aligned with operational requirements and emergency response workflows.
- Oversaw enterprise identity and infrastructure services including Active Directory, Google Workspace, municipal network systems, and security access governance.
- Managed vendor relationships and technology procurement processes including contract evaluation, system selection, and long-term lifecycle planning.
- Directed integration of public safety technologies including CAD/RMS, video management platforms, and supporting infrastructure to improve situational awareness and operational coordination.

EDUCATION

Master of Science

EXPECTED IN 05/2027

Liberty University, Lynchburg, VA

Bachelor of Science

12/2016

Southeastern Oklahoma State University, Durant, OK

Associate of Arts

12/2015

Carl Albert State College, Poteau, OK