



# RANDALL COUNTY SHERIFF'S OFFICE TECHNICAL SERVICES DIVISION

## TECHNOLOGY SPECIALIST, JOB DESCRIPTION

**GENERAL PURPOSE:** Under limited supervision administers and operates the technical systems and infrastructure to provide stable, secure and reliable support services to the Sheriff's Office employees, volunteers, and supporting agencies; evaluates system capabilities and recommends system management and expansion strategies; prepares, and develops related information. Conducts research, analysis, and generates studies, reports, statistical comparisons, and provides assistance to internal and external customers.

### PRIMARY DUTIES AND RESPONSIBILITIES:

The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

This full time, permanent position involves the primary responsibility of End-User Support, including workstation operating system maintenance and troubleshooting, application installation, maintenance, and policy management and verification. There are approximately 250 users supported 24 hours a day across many sites, buildings, vehicles and disciplines.

The Technology Specialist will be responsible for overseeing and performing the following:

- Provide immediate technical support, training and assistance to the end users of the Randall County Sheriff's Office at the primary facility at 9100 S Georgia and at other County facilities (i.e. Justice Center, Annex, Finance Center) and implements solutions according to industry standards, guidelines and procedures.
- Maintains computers, communications, video, and telephone systems; maintains and integrates equipment, peripherals and software; duties may vary according to job assignment.
- Assures functionality, compatibility and performance of Technical and Information systems; assures effective communications and resolution of issues.
- Maintains and updates wireless mobile computers, workstations, servers, network systems, communications equipment and peripherals; installs and configures software upgrades, enhancements and revised functions.
- Responds to the needs and inquiries of users; explains issues, deploys solutions, and follows up with users to assure the functionality of the users' systems.
- Evaluates new technology, assesses compatibility with existing equipment and operating systems, and recommends purchase options and integration strategy.
- Maintains Technical systems, including databases, hardware and software, and system infrastructure; assists with the development and integration of major software applications and security solutions; imports, exports and converts data from a variety of sources and formats.
- Performs network administrator duties, and assures system stability, accessibility and proper configuration of technical systems and components.
- Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems; checks network for operating efficiency, makes

corrective adjustments to data management settings; assures system integrity and maximum uptime.

- Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies and resolves problems; documents call records and results.
- Creates local user accounts and system access for e-mail and file shares; monitors utilization trends and backup procedures; manages user accounts, password files and access rights.
- Maintains and enforces all aspects of security and confidentiality of records and information; monitors staff compliance to the security procedures and privacy laws, policies, and guidelines.
- Reviews various source documents for accuracy, completeness, and compliance; identifies, researches, and analyzes various crime, community, operations, and administration issues.
- Conducts and coordinates research and studies as assigned including independent investigations and technical analysis.
- Collect, analyze, interpret, and develop statistical data, comparisons, studies, reports, and maps.
- Performs general management and systems analysis studies by monitoring and evaluating programs, processes, procedures, and operations of the department or an assigned organizational unit or process.
- Develops and recommends policies and procedures, and guidelines for implementing changes.
- Attend meetings and work with internal and external customers and departments as needed.
- Performs other duties as assigned or required.
- Assist in maintaining an accurate inventory of all technical equipment specifically used for the tasks assigned to Sheriff's Office Department of Technical Services.
- Attend various schools and related seminars for continuing education for developing and emerging technologies and applications
- Provide technical support for all Office divisions

#### REQUIREMENTS:

- Customer Service Oriented
- Able to pass a background check
- Must possess at least two years of specialized experience and be equipped with the knowledge, skills, and abilities required to successfully perform the duties of this position.
- Ability to manage service delivery and/or operational support for a large scale, switched enterprise network within a multigigabit Ethernet environment including support for *WAN* as well as LAN technologies.

- Ability to assess technical and operational requirements and developing testing and implementation plans for networks operating within a large-scale, demand-driven, 24x7 environments using a variety of network protocols and services.
- Ability to work in an IT environment.
- Skill in oral and written communication.
- U.S. Citizenship
- Must possess a valid Texas driver's license; have and maintain a good driving record
- High school graduate or equivalency
- Be able to lift objects of at least 50 pounds
- Must never have been convicted of a Felony or a Class A misdemeanor.
- Must not ever have been on court ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years of the court order and never been convicted of a family violence offense
- Must successfully complete a defensive driving course at least once every three years
- Must successfully complete mandated courses
- Ability to read and write the English Language
- Ability to bend, lift, grasp, climb, use fine hand-eye coordination, push and pull, and endure long periods of standing or sitting and have adequate range of motion in all extremities
- Ability to remain calm under stress
- Ability to understand and assist in solving Office related issues
- Ability to respond to pages, telephones, two-way radios, and other auditory stimulation
- Ability to evaluate and interpret information and to make independent decisions
- Flexibility with schedules to support emergency management and be willing to complete FEMA National Incident Management System training

#### DESIREABLE KNOWLEDGE AND SKILLS

- A+, Net+, MCP, MCSA Type Certifications preferred.
- Knowledge of general county operations and organization or the ability to acquire such knowledge during a reasonable period of training
- Ability to work successfully with the public and co-workers
- Ability to operate a wide variety of office equipment, including computers and software programs
- Ability to deal courteously with and maintain working relations with the public
- Ability to maintain confidential or privileged information
- Ability to perform a number of different tasks during a work period
- Knowledge of Office policies, procedures, rules, and regulations
- Three (3) year's computer network server and database administration
- Microsoft (MCSE/MCSA) and Cisco (CCNA/CCNP/CCSP) professional certifications are preferred

#### **Physical Demands / Work Environment:**

- Work is performed in a standard office environment and is subject to sitting, standing, walking, bending, and reaching for extended periods of time.
- Must be willing and able to work flexible hours as needed to resolve priority problems.
- Must be able to safely pull, push, lift and carry equipment and materials weighing up to forty (40) pounds.
- NOTE: This position is designated public safety and/or security sensitive.

## **Benefits**

Your hard work and professional dedication will be rewarded with competitive compensation and benefits. Here is just some of what we have to offer:

- County Provided Vehicle
- Medical, dental, vision, and life insurance
- County Retirement System – 100% matching up to 7% of compensation
- Paid vacation and sick days
- Paid holidays
- Professional development and training
- Promotion from within
- Company-sponsored events including the Family Picnic, Company Cook-Off, and a number of charitable activities
- Employee discounts for cell phone services with Verizon and AT&T