SHERIFF'S SUPPORT SERVICES MANAGER

DEFINITION

Under general direction, plans, provides, evaluates, manages, and oversees all operations of the Sheriff's Dispatch, Records, Property and Information Technology Units, including researching, planning, designing, implementing, and maintaining each programmatic division in the Sheriff's Office; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Sheriff's Captain. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for all facets of the Dispatch, Records, Property and Information Technology systems, including applications and networks. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➤ Directs, reviews, and evaluates the work of professional information technology staff, dispatchers, and property and records staff in the performance of technical, professional, and analytical duties within each unit; counsels employees and recommends disciplinary actions and other personnel decisions to the Sheriff.

➤ Participates in the hiring of assigned staff, subject to approval by the Sheriff, and provides technical training and assistance to staff as needed; assists in development of training programs.

➤ Oversees the development of program and production goals, objectives, policies, standards, and procedures for Dispatch, Records, Property, and Information Services; determines long-range staffing requirements.

➤ Develops and manages the Sheriff's Office Dispatch, Records, Property, and Information Technology budgets.

➤ Evaluates and implements best practices for each assigned unit unique to law enforcement agencies.

➤ Coordinates the development of the Sheriff's Office Countywide network architecture and programs with the County's Information Services Department; plans for long-term technology infrastructure.

➤ Coordinates the integration and sharing of data with other County departments and local, regional, state, and national law enforcement agencies.

➤ Determines materials, equipment, and infrastructure required by staff to accomplish assigned projects and objectives.

➤ Develops and administers contracts with outside vendors for system and hardware maintenance, software licenses, development, and maintenance of software applications unique to the Sheriff's Office; plans and schedules work of vendors.

➤ Evaluates and troubleshoots computer-aided dispatching and/or records management systems malfunctions or hardware problems.

- ➢ Manages the operation of Sheriff's Office multi-application computer systems and desktop computer systems and programs.
- ➢ Plans, designs, builds, tests, implements, maintains, and enhances complex law enforcement systems; coordinates implementation of new or modified system, databases and applications; ensure key users are thoroughly familiar with all aspects of the work.
- ➢ Prepares or supervises the preparation of systems documentation for new or modified systems.
- ➢ Researches operational, technical and administrative problems, evaluates alternatives, provides technical advice, and implements enhancements and acquisition of computer hardware, software and services
- ➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- ➢ Organizational and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- ➢ Principles and practices of leadership.
- ➢ Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- ➢ Principles and practices of budgetary control and administration.
- ➢ Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas.
- ➢ Software systems development life cycles, and business system applications related to the work.
- ➢ Principles and techniques of software and systems quality assurance and control.
- ➢ Principles and practices of technical problem solving.
- ➢ Principles and techniques of project management and related software.
- ➢ Design, installation, and maintenance of distributed, client/server/cloud and desktop computer systems.
- ➢ Principles, practices, and methods of systems development, and programming techniques and languages.
- ➢ Fundamentals and concepts of designing customer hardware, software, and connectivity solutions including installation, configuration, and testing of systems.
- ➢ Networking topology and architecture, LAN/WAN logical and physical design, and configuration, maintenance, and diagnostic procedures and techniques.
- ➢ Internet and Intranet architecture, and website methods and procedures.
- ➢ Network and systems security policies, techniques, and procedures.
- ➢ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- ➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- ➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- ➢ Modern equipment and communication tools used for business functions and program, project, and task coordination.
- ➢ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- ➢ Assist in providing administrative and professional leadership and direction for the division(s) in the Sheriff's Office.

➢ Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
➢ Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
➢ Analyze complex technical and administrative problems, evaluate and recommend alternative solutions, and implement effective courses of action.
➢ Understand highly complex information technology systems and issues.
➢ Present and translate technical concepts and terminology in a clear and concise manner.
➢ Develop information technology strategies and architecture.
➢ Prepare clear and concise reports, correspondence, documentation, and other written material.
➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
➢ Effectively represent the Sheriff's Office and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university in computer science, information systems, or a closely related field;

AND

Seven (7) years of experience in information technology in one of the following fields: systems analysis, systems engineering, programming, data and/or database administration, analysis, operating systems, office systems, network analysis and/or management, or a similar field, of which at least four (4) years were in a law enforcement environment;

AND

Three (3) years of supervisory or management experience.

Licenses and Certifications:

➢ Possession of a valid Driver's License and maintain a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County sites; vision to read printed material and

a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work emergencies; evening, night, weekend, and holiday shifts; and call-ins. Must be able to pass a thorough background investigation.