SHERIFF'S TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, coordinates, evaluates, manages, and oversees all technology and related communications functions within the Sheriff's Office, recommends and implements policies and procedures for the functions and related activities, and performs related duties as assigned.

~~Under direction, manages, researches, plans, designs, implements, and maintains the information technology operations in the Sheriff's Department, including operation of distributed departmental multi- application computer systems and networks, and desktop computer systems and programs; assigns, directs, reviews, and evaluates the work of professional information technology staff assigned to the information technology section of the Sheriff's Department in the performance of technical, professional and analytical duties; develops and administers contracts with outside vendors for hardware maintenance, and development and maintenance of software applications unique to the Sheriff's Department; coordinates the integration and sharing of data with other County departments and local, regional, state and national law enforcement agencies; coordinates the Sheriff's use of county-wide networks and programs with the County's Information Services Department; performs related work 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.

~~DISTINGUISHING~~ CLASS CHARACTERISTICS

This single position class has ~~management~~ management-level responsibility within ~~the information technology section of the~~ Sheriff's Office~~Department~~ for all facets of the ~~department's information~~ technology and related ~~systems~~communications systems, applications, and networks. ~~~~The incumbent plans, schedules, directs, and evaluates the work of assigned professional and technical ~~information technology~~ staff~~.~~. Additionally, the incumbent is responsible for coordinating ~~the work of~~ outside ~~software applications~~ vendors~~, and coordinating information technology relationships with other law enforcement agencies, the County's Information Services Department and other County~~' work and coordinating professional relationships with the County's Information Technology Department, other County departments, and regional allied agencies~~.~~ Incumbents need to exercise initiative, technical proficiency, and independent judgment.

EXAMPLES OF TYPICAL JOB FUNCTIONS~~DUTIES~~ (Illustrative Only)

➢ Develops and implements goals, objectives, policies, and procedures for the technology and communications related functions within the Sheriff's Office
➢ Directs, reviews, and evaluates the work of technical staff in the performance of professional and analytical duties.
➢ Participates in the hiring process and recommends the selection of assigned staff to the chain of command for final approval.
➢ Trains staff in state and federal laws regarding records retention and evidence policies and procedures.
➢ Reviews employee performance, counsels' employees, and recommends disciplinary actions and other personnel decisions to the chain of command.
➢ Identifies and recommends changes and enhancements to various communications, information technology systems, and

- infrastructure; works with vendors, public and private sector property owners, and personnel to implement changes. Determines materials, equipment, and infrastructure required by staff to accomplish assigned projects and objectives.
➢ Interprets and applies legal regulations and administrative policies related to recordkeeping practices, maintaining electronic inventory records, public records, and confidentiality. Assists in preparing, reviewing, and monitoring budgets; provides recommendations on necessary changes and approaches concerning budgetary matters and management policies.
➢ Directs preparation and review of correspondence, records, and reports; prepares various records, reports, and other written correspondence related to information technology and radio communications functions.
➢ Confers with the division Captain and other management staff regarding the operations of assigned units.
➢ Coordinates the development of the Sheriff's network architecture and radio and data communications systems and has primary responsibility for working with other county departments and allied agencies on designing and implementing coordinated systems and communications.
➢ Recommends and implements program goals, priorities, and major work schedules; determines long-range project goals.
➢ Makes independent decisions and authorizes actions in accordance with established procedures regarding the technology functions.
➢ Conveys information, policies, and procedures to employees, the public, and other agencies as requested; follows up on and resolves complaints from other agencies, the public, and employees.
➢ Represents the Sheriff's Office and the County at various meetings and professional conferences.
➢ Determines materials, equipment, and infrastructure required by staff to accomplish assigned projects and objectives.
➢ Negotiates and manages service agreements for data and communications systems with other county departments and allied agencies such as fire districts, city police departments, other Sheriff's Offices, and state and federal agencies.
➢ Performs related duties as assigned.
- Plans, organizes, reviews and evaluates the activities of assigned professional and technical staff; trains staff in department policies and procedures.
- Participates in the hiring of assigned staff, subject to approval by the Sheriff, and provides for their training and professional development.
- Evaluates employee performance, counsels' employees and recommends disciplinary actions and other personnel decisions to the Sheriff.
- Establishes program and production goals, priorities and work schedules; determines long-range staffing requirements; plans and schedules work of outside vendors.
- Determines materials, equipmentequipment, and infrastructure required by staff to accomplish assigned projects and objectives.
- Researches operational and administrative problems, evaluates alternatives, recommends solutions and implements changes.
- Develops and manages the department's annual information technology budget.
- Develops, recommends to the Sheriff, implementsimplements, and enforces the department's information technology strategy, operating standards, and security policies.
- Coordinates the development of the department's network architecture with the County's Information Services Department.
- Coordinates the department's policies, conventionsconventions, and standards for computer and network systems with the County's Information Services Department; plans for long-term technology infrastructure and coordinates plans with the County's Information Services Department.
- Provides technical advice and recommends department policies, procedures, enhancementsenhancements, and acquisition of computer hardware, software and services.
- Plans, designs, builds, tests, implements, maintains and enhances complex law enforcement systems; coordinates implementation of new or modified systems, databases and applications; ensures key users are thoroughly familiar with all aspects of the work.
- Prepares or supervises the preparation of systems documentation for new or modified systems.
- Resolves complex technical problems; provides technical training and assistance to staff as needed; assists in development of training programs.
- Develops, negotiates and administers software licenses with outside vendors who provide software programs for the department.

QUALIFICATIONS

Knowledge of:

- Organizational and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the technology and communications-related functions within the Sheriff's Office.
- Supervisory principles and practices including work planning and scheduling, review, evaluation, and employee training and discipline.
- Methods and practices of long-term strategic technical planning.
- Principles and practices of producing project, systems, and other technical documentation.
- Principles, practices, equipment, maintenance, and techniques of law enforcement technology and communications systems.
- Safety regulations, practices, and equipment related to the infrastructure, installation, and maintenance of hardware and software systems.
- Principles and techniques of project development, management, and coordination.
- Principles and practices of contract administration, budgetary control and administration.
- Fundamentals and concepts of designing customer hardware, software, and connectivity solutions including installation, configuration, and testing of systems.
- Network and systems security policies, ~~technique~~techniques, and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and generate documentation.
- ~~Supervisory principles and practices including work planning and scheduling, work review and evaluation, employee training and discipline, team dynamics and team building.~~
- ~~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.~~
- ~~Methods and practices of long term strategic technical planning.~~
- ~~Principles, practices and techniques of customer service, and training, instructing and supporting customers.~~
- ~~Design, installation and maintenance of distributed, client/server and desktop computer systems.~~
- ~~Principles and practices of producing project, systems and other technical documentation.~~
- ~~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 web site methods and procedures.~~
- ~~Network and systems security policies, techniques and procedures.~~

Ability to:

- Assist in providing administrative and professional leadership and direction for the assigned unit(s) in the Sheriff's Office.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Analyze administrative, financial, and operational problems; evaluate and recommend alternative solutions; reach sound conclusions; and implement effective courses of action.
- Promoting and maintaining a team environment.

➢ Setting priorities, and using initiative and sound independent judgment within established guidelines.
➢ Analyzing complex technical and administrative problems, evaluating alternative solutions and recommending and implementing effective courses of action.
➢ Understanding highly complex systems and issues within the information technology and radio communications fields.
➢ Making technical oral presentations and translating technical concepts and terminology in terms understandable to those contacted in the course of the work.
➢ Developing information technology and communication strategies and architecture.
➢ Interpreting and applying rules, and explaining policies and procedures.
➢ Preparing clear and concise reports, correspondence, ~~documentation~~documentation, and other written materials.
➢ 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.

~~**Skill In:**~~

o ~~Planning, organizing, coordinating and directing the work of assigned staff.~~
o ~~Selecting, motivating and evaluating staff and providing for their training and development.~~
o ~~Promoting and maintaining a team environment.~~
o ~~Setting priorities, and using initiative and sound independent judgment within established guidelines.~~
o ~~Analyzing complex technical and administrative problems, evaluating alternative solutions and recommending and implementing effective courses of action.~~
o ~~Understanding highly complex information technology systems and issues.~~
o ~~Making technical oral presentations and translating technical concepts and terminology in terms understandable to those contacted in the course of the work.~~
o ~~Developing information technology strategies and architecture.~~
o ~~Interpreting and applying rules, and explaining policies and procedures.~~
o ~~Preparing clear and concise reports, correspondence, documentation and other written materials.~~
o ~~Communicating tactfully and effectively, orally and in writing, with Sheriff's Department management and staff, other County departments, outside agencies and vendors.~~
o ~~Establishing and maintaining effective working relationships with those contacted in the course of the work.~~

~~**Special Requirements:**~~

~~May be required to work on-call, weekends and irregular hours. Must be willing to respond to after-hours system emergencies. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigations to disclose any criminal record.~~

Education and Experience:
A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.

Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems, ~~electronics~~electronics, or a closely related field;

AND

Seven years of experience working in two or more of the following fields: systems analysis, systems engineering, programming, data and/or database administration and/or analysis, operating systems, office systems, network analysis

and/or management, radio and data communications or a similar field, in an information systems environment. At least one year shall include project management and supervision of staff;

OR

Three years of experience at a level equivalent to the County's class of Department Systems Analyst. Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems or a closely related field, AND: a) Seven years of experience working in two or more of the following fields: systems analysis, systems engineering, programming, data and/or database administration and/or analysis, operating systems, office systems, network analysis and/or management or a similar field, in an information systems environment. At least one year shall include project management and supervision of staff; OR b) Three years of experience at a level equivalent to the County's class of Department Systems Analyst.

Licenses and Certifications:

➢ Possession of, or ability to obtain and maintain, a valid Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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 up to 50 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels and controlled temperature conditions. Must be willing to work outdoors in all weather conditions. May be required to respond to remote locations throughout the county where radio tower sites are located.

WORKING CONDITIONS

May be required to work evenings, weekends, holidays and holidays, in the event of emergencies and/or during disasters. Must be able to pass a thorough background investigation.