SHERIFF'S TECHNOLOGY MANAGER

DEFINITION

Under general direction, plans, organizes, coordinates, evaluates, manages, and oversees all technology and related communication functions within the Sheriff's Office, recommends and implements policies and procedures for the functions and related activities, 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 single position class has management-level responsibility within Sheriff's Office for all facets of the technology and related communications systems, applications, and networks. The incumbent plans, schedules, directs, and evaluates the work of assigned professional and technical staff. Additionally, the incumbent is responsible for coordinating outside vendors' 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 (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.

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, 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.

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, 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.

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, 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.

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