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FLSA: EXEMPT
Bargaining Unit: MA
JCN: 2708

County of El Dorado JCN #2708
Created July 2012

SHERIFF'S SUPPORT SERVICES MANAGER

DEFINITION

~~Under general direction of a Sheriff's Captain and through the oversight of subordinate staff, plans, provides, evaluates, manages, and oversees all operations of the Sheriff's Dispatch Division, Sheriff's, Records Division, Property and Sheriff's Information Technology Division Units, including researching, planning, designing, implementing, and maintaining each of these three programmatic divisions/division in the Sheriff's Office. Manages the operation of departmental multi-application computer systems and desktop computer systems and programs; assign, directs, reviews and evaluates the work of professional Information Technology staff, Dispatchers and Records staff; and performs related duties as assigned to the Sheriff's Office in the performance of technical, professional and analytical duties within each division; develops and administers contracts with outside vendors for system and hardware maintenance, development and maintenance of software applications unique to the Sheriff's Office; 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; evaluates and implements best practices of Dispatch and Records Divisions unique to law enforcement agencies.~~

DISTINGUISHING 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, non-sworn position class has a management level responsibility within the Sheriff's Office classification responsible for all facets of the Dispatch, Records, Property and Information Technology systems, including applications and networks. The incumbent plans, schedules, directs and evaluates the work of staff assigned to each division. Additionally, the incumbent is responsible for coordinating the work of outside software applications and vendors, and coordinating relationships with other law enforcement agencies to identify best practices relative to each division, as well as other County departments. The incumbent needs to exercise initiative, technical proficiency and independent judgment.~~

~~Responsibilities include developing and implementing~~

EXAMPLES OF DUTIES (Illustrative Only)

- ~~Plans, organizes, reviews and evaluates the activities of assigned professional and technical staff; trains staff in Sheriff's Office 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 ~~for their~~ technical training and ~~professional~~ 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.~~
 - ~~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, equipment 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 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 with the County's Information Services Department.~~
- Coordinates the Sheriff's Office policies, conventions and standards for computer and network systems programs 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~~ Coordinates the integration and recommends department policies, procedures, enhancements sharing of data with other County departments and acquisition of computer 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.
- and services 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.
 - ~~Resolves complex~~ Researches operational, technical and administrative problems; evaluates alternatives, provides technical training and assistance to staff as needed; assists in development of training programs.
- Develops, negotiates advice, and administers implements enhancements and acquisition of computer hardware, software licenses with outside vendors who provide software programs for the Sheriff's Office and services
- Evaluates and troubleshoots computer-aided dispatching and/or records management systems malfunctions or hardware problems.
 - ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- Performs related work duties as assigned.

QUALIFICATIONS

Knowledge of:

- ~~Supervisor principles~~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 ~~and scheduling,~~ work, assignment review and evaluation, ~~employee training and~~ discipline, ~~team dynamics and team building~~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.
 - ~~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/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 ~~web-site~~website methods and procedures.
- Network and systems security policies, techniques, and procedures.

Skill In:

- ~~Planning, organizing, coordinating and directing the work of assigned staff.~~
- ~~Selecting, motivating and evaluating~~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 ~~and providing for their,~~ provide training and development opportunities,

- ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- ~~Promoting and maintaining a team environment.~~
- ~~Setting priorities, and using initiative and sound independent judgment within established guidelines.~~
- Analyzing/Analyze complex technical and administrative problems, evaluating/evaluate and recommend alternative solutions, and recommending and implementing/implement effective courses of action.
- Understanding/Understand highly complex information technology systems and issues.
- Making technical oral presentations and translating/Present and translate technical concepts and terminology in terms understandable to those contacted in the course of work/a clear and concise manner.
- Developing/Develop information technology strategies and architecture.
 - ~~Interpreting and applying rules, and explaining policies and procedures.~~
- Preparing/Prepare clear and concise reports, correspondence, documentation, and other written materials/material.
- Communicating tactfully and effectively/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, with Sheriff's Office management and staff, other County departments, outside agencies and vendors using appropriate English grammar and syntax.
- Establishing and maintaining/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 ~~the~~ work.

Other 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 finger printing 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:

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

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

AND: ~~a)~~

Seven (7) years of experience working in two or more/information technology in one 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 of which at least four (4) years were in a law enforcement environment. At least one year shall include project management and supervision of staff; OR b);~~

AND

Three (3) years of supervisory or management experience at.

Licenses and Certifications:

➤ Possession of a level equivalent valid Driver's License and maintain a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to the County's class of Department Systems Analyst 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.