SHERIFF'S SUPPORT SERVICES MANAGER

DEFINITION

Under direction of a Sheriff's Captain and through the oversight of subordinate staff, manages and oversees all operations of the Sheriff's Dispatch Division, Sheriff's Records Division and Sheriff's Information Technology Division, including researching, planning, designing, implementing and maintaining each of these three programmatic divisions 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 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 CHARACTERISTICS

This single, non-sworn position class has management level responsibility within the Sheriff's Office for all facets of the Dispatch, Records 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.

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.
- Participates in the hiring of assigned staff, subject to approval by the Sheriff, and provides for their training and professional development.
- Oversees the development of goals, objectives, policies, standards and procedures for Dispatch, Records 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 and Information Technology budgets.
- Coordinates the development of the Sheriff's Office network architecture with the County's Information Services Department.
- Coordinates the Sheriff's Office policies, conventions 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, enhancements 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 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 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 Sheriff's Office.
- Evaluates and troubleshoots computer-aided dispatching and/or records management systems malfunctions or hardware problems.

QUALIFICATIONS

Knowledge of:

- Supervisor 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/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 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 staff and providing for their training and development.
- 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 information technology systems and issues.
- Making technical oral presentations and translating technical concepts and terminology in terms understandable to those contacted in the course of work.
- Developing information technology strategies and architecture.
- Interpreting and applying rules, and explaining policies and procedures.
- Preparing clear and concise reports, correspondence, documentation and other written materials.
- Communicating tactfully and effectively, orally and in writing, with Sheriff's Office management and staff, other County departments, outside agencies and vendors.
- Establishing and maintaining 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:

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 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 experience at a level equivalent to the County's class of Department Systems Analyst.