

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: SHERIFF'S TECHNOLOGY SPECIALIST
DEPARTMENT: SHERIFF
REPORTS TO: COMPUTER OPERATIONS MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0159
FLSA STATUS: N
DATE: 7/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under direction, performs specialized technology hardware and software support duties emphasizing the installation, maintenance and routine administration of specialized computer, network and related systems within the Sheriff's Department; supports departmental functions pertaining to the procurement, installation, modification, and maintenance of computer hardware/software systems, network infrastructure equipment, and specialized electronics equipment; troubleshoots, researches and implements technology options and problems; communicates with vendors; prepares documentation of methods and instructions; and provides technical user support for department staff pertaining to assigned programs and systems.

DISTINGUISHING CHARACTERISTICS:

This is a specialized technology support class within the County Sheriff's Department. An incumbent performs skilled technical support work involving departmental computer hardware, software and network issues, and also participates in the procurement, installation and maintenance of highly specialized security, forensic and related equipment. An incumbent must possess technical information systems and networking skills as well as a general understanding of the specialized technology needs of a law enforcement agency. Incumbents work under the direction of the department's Computer Operations Manager, working toward a definite objective that requires use of a wide range of procedures and with only occasional instruction or assistance when new or unusual situations arise..

SUPERVISION EXERCISED:

Incumbents in this class do not directly supervise other employees, but may serve as a lead worker over subordinate clerical or technical support staff on an ongoing, project or assignment basis.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Performs specialized technology activities emphasizing the procurement, installation, maintenance and administration of computer hardware/software systems, network infrastructure equipment, and specialized electronic equipment for the County Sheriff's Department.
- Provides technical support and administration for one or more specialized departmental systems and/or applications; adds and removes users; sets up and changes passwords; monitors system resources and availability; monitors and oversees system security measures.
- Installs computer, network and other electronics hardware and/or software; ensures timely and appropriate installation of system upgrades.
- Performs application and system backups; plans, recommends and implements disaster recovery procedures.
- Troubleshoots, researches and resolves system and equipment performance, integrity, security, access and other issues/problems within technical parameters; consults with department management, outside vendors and/or Information Technology Division staff regarding more complex system problems.
- Communicates with department staff regarding system deficiencies and/or enhancement goals; assists with the identification of needs, desired outcomes and process adjustments; communicates with vendors regarding the feasibility and cost of such modifications; implements approved changes.
- Reads and interprets computer printouts, reports and screen information; compiles and processes statistical and Ad Hoc data for departments, vendors and others; ensures that data is complete and accurate.
- Participates on systems and/or applications development, enhancement and integration projects by performing assigned technical activities, e.g. installation and testing; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Provides technology training to end-users, employing a variety of methodologies to create instructional presentations; identifies repetitive user issues and either personally provides training or coordinates with vendors to provide more comprehensive training.
- Recommends and implements system access policies and procedures; maintains system documentation and user instructions; maintains system service records and resource contacts.

- Performs advanced technical administrative support work involving data compilation, technical reporting and other areas; sets up databases, spreadsheets, presentations, graphics and other documents; develops complex forms and templates.
- Participates in forensic investigations involving computer hardware, software and other equipment.
- Recommends the acquisition or retirement of systems and equipment based on department needs; communicates with vendors regarding software and hardware costs and availability; installs, maintains and provides user support pertaining phone, video, and other technology systems.
- May serve as a lead worker over subordinate clerical or technical administrative staff.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers
- Network equipment such as routers and switches
- A wide range of computer peripherals and electronic equipment depending upon department needs

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Four years of increasingly responsible information systems and/or electronics technology support experience that emphasized equipment, hardware and application troubleshooting and repair, as well as customer service. At least one year in a law enforcement setting is highly desirable. An equivalent combination of education, training and experience may also be qualifying.

Licenses and Certifications:

A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of providing technology support, maintenance and administration including areas such as computer software installation, troubleshooting and testing.
- Specialized technology needs pertaining to a law enforcement environment.
- State, federal and local ordinances, laws, rules and regulations pertaining to law enforcement technology management.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, and Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of

direction.

- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with minimal exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.