HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Technical Field Support Specialist

Job Code: U8748
Pay Grade: UB
Pay Scale: $24.10-$44.02 Hourly; $50,128.00-$91,561.60 Annually
Exempt: No

OVERVIEW

Provide entry-level technical support to ensure effective use of computer systems, software, and hardware across the organization.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide tier 1 and tier 2 support for desktop hardware and application issues.
- Install and configure computer hardware, software, systems, mobile devices, scanners, printers, surveillance cameras, and perform printer administration.
- Install, configure, test, maintain, monitor, and troubleshoot user endpoints and related hardware and software to deliver the expected service levels.
- Provide technical assistance diagnosing and resolving hardware, software, and peripheral issues following established procedures, and escalating complex problems as needed.
- Support the development and upkeep of user documentation and support materials; provide basic training to internal users.
- Perform basic network administration tasks and collaborate with network administrators to ensure efficient operation end-users computing environment.
- Ensure that physical connections (RJ-45 Ethernet jacks) and cabling between the PC and network switch are in proper working order.
- Collaborate with network administrators to ensure efficient operation of the agency's end-user computing environment.
- Use system tools and established workflows to track tasks, manage time, and ensure timely updates on support activities.
- Collaborate with IT teams to test and support business applications by offering feedback on usability and functionality.
- Travel to remote locations to deliver, install, retrieve, or troubleshoot equipment.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working technical knowledge of network and desktop operating systems, including Microsoft Windows and macOS operating systems.
- Working knowledge of desktop and laptop hardware, common software applications, and network connectivity.
- Working knowledge of computer peripherals such as printers, scanners, signature pads and others.
- Ability to operate network component analyzers, scanners, and testers.
- Working knowledge of software application installation, operation, and testing.
- Ability to create and deploy application packages.
- Solid understanding of networking fundamentals (TCP/IP, DNS, DHCP, VPNs).

- Strong analytical and problem-solving skills.
- Strong written and verbal communication skills.
- Strong task management skills.
- Ability to coordinate among vendors and agency staff.
- Ability to develop, edit, and review technical documentation.
- Ability to assist in updating asset locations in applicable software application.
- Ability to assist in the deployment of new or upgraded equipment to end users.
- Ability to communicate technical information to non-technical users.
- Ability to effectively prioritize and execute tasks while maintaining professionalism and excellent customer service.
- Ability to analyze, diagnose, and resolve technical issues effectively.

SKILLS

- Verbal Communications
- Analytical Thinking
- Written Communication
- Field Technical Support
- Problem Solving
- Task Management
- Technical Troubleshooting

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in heavy physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 50 pounds).
- May be required to drive a Sheriff's Office-issued vehicle (e.g., car, full-size van, full-size pickup truck) to travel to remote sites.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Three years of troubleshooting hardware and software issues, installing or configuring computer equipment and peripherals, assisting with basic network connectivity, or supporting end users.

OR

- An associate's degree or higher from an accredited institution of higher education in a technical field.
- Two years of troubleshooting hardware and software issues, installing or configuring computer equipment and peripherals, assisting with basic network connectivity, or supporting end users.

OR

- One year of experience in a Hillsborough County Sheriff's Office Information Services Division position.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff’s Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff’s Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- An associate's degree from an accredited institution of higher education in a technical field.
- A valid technical certification (e.g., CompTIA A+ or CompTIA Network+).
- Four years of concurrent paid work experience (within the last two years) in a help desk or technical support role.