

Senior Technical Field Support Specialist

Job Code: U8751 Pay Grade: UC

Pay Scale: \$25.13-\$37.69 Hourly

Exempt: No

OVERVIEW

Provide advanced 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 3 troubleshooting for complex desktop hardware and application issues.
- Design, configure, and support enterprise desktop and laptop environments, including Windows and macOS operating systems, surveillance cameras, and printer administration.
- Develop, maintain, and optimize endpoint management solutions (e.g., MDT, Workspace One).
- Create and manage system images, application packaging, and automated software deployments.
- Provide advanced troubleshooting and root cause analysis for complex desktop, application, and performance issues.
- Recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Collaborate with IT teams to test and support business applications by offering feedback on usability and functionality.
- Perform basic network administration tasks and collaborate with network administrators to ensure efficient operation end-users computing environment.
- Partner with the IT Security team to ensure proper endpoint protection, patching, and compliance.
- Research and recommend emerging technologies to improve efficiency, scalability, and user experience.
- Collaborate with network administrators to ensure efficient operation of the agency's enduser computing environment.
- Develop documentation, knowledge base articles, and standard operating procedures for technical support processes and user education.
- Use system tools and established workflows to track tasks, manage time, and ensure timely updates on support activities.
- Monitor a ticket queue to ensure issues are being resolved in a timely fashion.
- Provide mentorship to section members and overall guidance as needed to division members.
- Continuously expand technical expertise through knowledge bases, collaboration, and ongoing certification efforts.
- 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

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- Windows and macOS.
- Working knowledge of desktop/laptop hardware, peripherals (printers, scanners, signature pads, etc.), and common software applications.
- Working knowledge of software application installation, operation, and testing.
- Ability to coordinate among vendors and agency staff.
- Ability to develop, edit, and review technical documentation.
- Ability to assist in updating asset locations in Asset Management and other applicable software applications.
- Ability to support the disposal of outdated, non-functional, or upgraded equipment. Ability to assist in the deployment of new or upgraded equipment to end users.
- Ability to assist in the repair of previously deployed equipment.
- 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 basic technical issues effectively.
- Ability to engage in active listening and work effectively with others.
- Ability to accept and follow direction, protocol, policies, and procedures.

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 light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 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.
- Four years of concurrent paid work experience (within the last two years) in a help desk or technical support role.
- Valid CompTIA A+ and CompTIA Network+ certifications.

OR

- An associate's degree or higher from an accredited institution of higher education in a technical field.
- Three years of concurrent paid work experience (within the last two years) in a help desk or technical support role.
- Valid CompTIA A+ and CompTIA Network+ certifications.

OR

- Two years of experience in a Hillsborough County Sheriff's Office Information Services Division position.
- Valid CompTIA A+ and CompTIA Network+ certifications.

REQUIRED PRE-EMPLOYMENT TESTING

Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

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- 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 60mile 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

A valid CompTIA Security+ Certification.

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