HILLSBOROUGH COUNTY
SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Job Code: U8751
Pay Grade: UC
Pay Scale: $25.44-$41.49 Hourly
Exempt: No

OVERVIEW

Provide advanced technical support and subject matter expertise in resolving complex hardware, software, and network issues.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Lead the resolution of complex technical issues across hardware, software, and network systems by conducting in-depth troubleshooting, research, and diagnostic analysis.
- Communicate with users to understand technical problems and clearly explain solutions in non-technical language.
- Design and test business application systems; support existing applications by identifying and addressing user needs.
- Develop and maintain technical documentation, training resources, and user education materials tailored to a range of audiences.
- Track and report support activities using system tools and maintain efficient use of time and resources.
- 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, SKILLS & ABILITIES

- Advanced knowledge of desktop and laptop hardware, common software applications, operating systems and network connectivity.
- Advanced knowledge of computer peripherals such as printers, scanners, signature pads and others.
- Advanced knowledge of software application installation, operation, and testing.
- Strong analytical and solution/problem solving skills.
- Strong written and verbal communications 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 Asset Management and other applicable software applications.
- Ability to assist in disposing of end of life, inoperable, 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

- 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 CompTIA Security+ Certification.
- Four years of concurrent paid work experience (within the last two years) in a help desk or technical support role.