HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Chief Information Officer

Job Code: U8768
Pay Grade: UP
Pay Scale: $187,322.72-$297,352.10 Annually
Exempt: Yes

OVERVIEW

This is a senior management position within the Information Services Division (ISD) of the Sheriff's Office. The Chief Information Officer is primarily responsible for defining, planning, and directing all ISD information technology (IT) activities.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Manage and direct major ISD activities to achieve broad organizational goals and objectives by developing and implementing long- and short-term strategic plans, goals, and objectives related to IT services and systems; evaluating performance of current services and systems in relation to evolving Sheriff's Office needs; evaluating service and system effectiveness and identifying needed changes, modifications and/or enhancements; developing implementation plans (e.g., lifecycle plans) that identify the order, timing, and priority of system changes (e.g., upgrades, new programs); recommending changes to current technology systems or applications in order to meet organizational needs; and identifying new processes and alternatives to resolve problems or improve/enhance operations.
- Organize, prioritize, and assign the work of multiple professional level subordinates to achieve established organizational goals and objectives by ensuring that subordinates have the proper resources needed to complete the assigned work; monitoring the status of work in progress and reviewing completed work; consulting with assigned staff to assist with complex/problem situations and provide technical expertise; providing progress and activity reports to management; and assisting with the revision of standard operating procedures (SOPs) and procedure documentation as appropriate.
- Manage, direct, and evaluate assigned staff by coordinating schedules and functions to ensure adequate coverage and control; assigning, monitoring, and reviewing work and timesheets; and evaluating performance via providing feedback, coaching, or initiating corrective action as needed, including termination.
- Provide general oversight of division operations by developing, recommending, updating, and implementing division policies and procedures; reviewing efficiency and effectiveness of operations, methods, processes, and procedures; implementing needed improvements; managing division resources; and designing and implementing new and revised systems to ensure effective and efficient service delivery and ensure division activities comply with established policies and standards.
- Develop and administer the ISD budget via determining funding requirements for information technology equipment, products, and services; developing budget submissions via budgeting planning, procurement, and contracting; forecasting funding needs for staffing, equipment, materials, and supplies; and monitoring the status of allocated funds (e.g., county, grant) and controlling expenses to ensure compliance with the approved budget.
- Serve as a liaison to external service providers and other agencies to coordinate activities with outside agencies (e.g., National Crime Information Center/Florida Crime Information

Center (NCIC/FCIC), Florida Department of Law Enforcement (FDLE).

- Develop and implement policies regarding record retention to comply with all federal, state, and local laws related to records retention and data security.
- Maintain an awareness of new applications, technologies, technical methods, trends, and advances in the profession by reviewing professional publications, technical manuals, and web sites to increase knowledge of network operations; and attending conferences, workshops, and training sessions as appropriate.
- Process a variety of documentation associated with division operations within designated timeframes and per established procedures by receiving and reviewing various documentation (e.g., bid specifications, contracts, systems reports) and reviewing, completing, processing, forwarding, or retaining as appropriate; preparing or completing various forms, reports, correspondence, and other documentation (e.g., strategic plans, business plans, budget documentation); compiling data for further processing or use in preparation of division reports; and maintaining computerized and/or hard copy records.
- Operate or use various equipment and supplies (e.g., personal computer, word processing software, spreadsheets, databases, printer, etc.) to complete work assignments and essential job functions.
- Present informational sessions to departmental staff and staff from other agencies and departments.
- Serve as a liaison between employees and management, and train staff in Sheriff's Office IT operations, policies, and procedures.
- Serve as an internal consultant to Sheriff's Office leadership.
- Serve as Emergency Support Function Coordinator during emergency incidents supporting the restoration of the communications infrastructure, facilitating the recovery of systems and applications from cyber-attacks, and coordinating Sheriff's Office communications support to response efforts during incidents.
- Oversee the selection and performance of the Sheriff's Office Local Agency Security Officer (LASO) for the Florida Department of Law Enforcement to ensure compliance with the Criminal Justice Information Services Security Policy (CSP) and the security point of contact for the Criminal Justice Information Systems (CJIS) Systems Agency (CSA).
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Thorough knowledge of the functions, activities, requirements, and objectives of IT functional/ operational areas to which assigned.
- Knowledge of federal, state, and local regulations pertaining to public record law, records retention, and data security.
- Knowledge of management methods, techniques, and practices.
- Ability to establish and maintain effective and cooperative internal and external working relationships with those contacted in the course of work.
- Ability to establish objectives and strategies, identify required resources, and develop plans to carry out work.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to establish operation or project objectives and strategies for a functional or operational area.
- Ability to take a long-term view and recognize opportunities to help the organization accomplish its objectives.
- Ability to delegate and manage, effectively through scheduling, assigning, monitoring, reviewing, and evaluating the work of assigned staff.
- Ability to learn, understand, and implement new technology quickly and independently.
- Ability to communicate effectively, both orally and in writing, at all levels of the agency and with outside agencies.
- Ability to continuously learn and apply knowledge to work through engaging in professional skill development.
- Ability to use a computer and related software.

SKILLS

- Operations Management
- Problem Solving
- Process Improvements
- Project Management
- Strategy Development

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).
- 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 bachelor's degree or higher from an accredited institution of higher education with a major in Public Administration, Information Technology, Computer Science, or related field.
- Ten years of experience in IT.
- Four years of progressive lead or managerial experience at an organization with at least 1,000 employees.

OR

- Eight years of progressive experience in a Hillsborough County Sheriff's Office Information Services Division position.
- Four years of progressive lead or managerial experience in the Hillsborough County Sheriff's Office Information Services Division and/or at an organization with at least 1,000 employees.

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

- A certification in Project Management Profession (PMP), Information Technology Infrastructure Library (ITIL), Certified Information Systems Security Professional (CISSP) and or similar certification.
- Experience with public safety and/or law enforcement environments.
- Experience in budget, procurement, or contract management.