HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

# GIS Technical Support Specialist

**Job Code:** U8769
**Pay Grade:** UB
**Pay Scale:** $22.84-$34.26 Hourly; $47,507.20-$71,260.80 Annually
**Exempt:** No

## OVERVIEW

Provide technical and mapping support for criminal justice systems by troubleshooting computer hardware and software issues, maintaining digital maps and geographic data, and ensuring the accuracy of location information across multiple systems.

## DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide technical assistance for computer systems, software, and hardware by troubleshooting common issues, following established procedures, and escalating complex problems as needed.
- Create, update, and maintain map data for Computer-Aided Dispatch (CAD) based maps and information technology (IT) infrastructure.
- Integrate CAD location data with Geographic Information System (GIS) platforms to support spatial analysis and visualization.
- Support the development and upkeep of user documentation and support materials; provide basic training to internal users.
- Ensure accuracy and consistency of location data across multiple systems and formats
- Collaborate with county agencies to gather and validate geospatial information.
- Provide tier 1 and tier 2 support and troubleshooting for CAD location data and mapping-related issues.
- Develop and maintain documentation for mapping standards, workflows, and data protocols.
- Perform quality control checks on incoming data and ensure compliance with organizational standards.
- Support data migration and integration projects involving location-based datasets
- Provide basic training for internal users.
- Process global positioning system (GPS) and GIS related records request.
- Collaborate with others to test and support business applications by offering feedback on usability and functionality.
- Use system tools and established workflows to track tasks, manage time, and ensure timely updates on support activities.
- Perform other related duties as required.

## KNOWLEDGE & ABILITIES

- Working knowledge of desktop and laptop hardware, common software applications/ installations, operating systems and network connectivity, and testing.
- Working knowledge of computer peripherals such as printers, scanners, signature pads and others.
- Working knowledge of GIS computer databases.
- Working knowledge of computerized mapping symbols, standards, and terminology.

- Working knowledge of cartographic techniques.
- Ability to read and interpret aerial photographs and maps.
- Ability to develop, edit, and review technical documentation.
- 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.

## SKILLS

- GIS Applications
- Written Communication
- Analytical Thinking
- Problem Solving
- Digitizers
- Task Management
- Drafting Instruments
- Verbal Communications

## 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.
- Three years of experience assisting with technical or mapping tasks, such as troubleshooting hardware and software issues, maintaining or updating digital maps or GIS datasets, supporting CAD or location-based systems, or assisting end users with technology-related problems.
- Internship, coursework, or volunteer service may substitute for one year of experience.

OR

- An associate's degree or higher from an accredited institution of higher education in a technical field.
- Two years of experience assisting with technical or mapping tasks, such as troubleshooting hardware and software issues, maintaining or updating digital maps or GIS datasets, supporting CAD or location-based systems, or assisting end users with technology-related problems.

OR

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

## 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

- Two years of concurrent paid work experience in a help desk or technical support role.
- A bachelor's degree from and accredited institution of higher education with a major in information systems; GIS; geography, urban or regional planning; mathematics; computer science; or management information systems, or related technical field.
- One year working with geodata storage, organization, and management.
- One year working with map compilation, design, production, interpretation, and data visualization.
- Experience with public safety environments.
- Working knowledge of Environmental Systems Research Institute (ESRI) ArcGIS software.
- Working knowledge of Python scripting within ArcGIS environment.