HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

# Infrastructure Systems Analyst

**Job Code:** U8785
**Pay Grade:** UF
**Pay Scale:** $67,008.58-$100,512.88 Annually
**Exempt:** Yes

## OVERVIEW

Monitor, maintain, and troubleshoot servers, data storage arrays, and virtual systems to ensure stable, secure, and efficient operations.

## DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Monitor system performance, network connectivity, and server health through established tools and dashboards.
- Troubleshoot hardware, operating systems, and network issues, escalating complex problems to senior team members.
- Apply system patches, updates, and security fixes under supervision.
- Assist with setting up and configuring new servers, storage devices, and virtual machines.
- Maintain accurate documentation of infrastructure changes, system configurations, and troubleshooting steps.
- Perform daily system checks, log reviews, and routine health audits.
- Support backup jobs, validate backup completion, and assist with recovery testing.
- Respond to tickets and service requests related to infrastructure systems.
- Assist in user account management, access control, and system permissions.
- Participate in scheduled maintenance windows and after-hours updates as required.
- Support inventory management of infrastructure hardware and software.
- Learn and apply security and compliance standards in system administration.
- Use system tools and established workflows to track tasks, manage time, and ensure timely updates on support activities.
- Travel to remote locations to deliver, install, retrieve, or troubleshoot equipment.
- Perform other related duties as required.

## KNOWLEDGE & ABILITIES

- Basic understanding of virtualization technologies (VMware, Hyper-V) and an awareness of cloud computing concepts and platforms (AWS, Azure, Google Cloud Platform).
- Knowledge of physical hardware, including servers and peripherals.
- Knowledge of fundamental cybersecurity principles, including patch management, access controls, antivirus software, and data protection.
- Ability to take ownership of an aspect or task on a project with little to no assistance.
- Ability to analyze and diagnose technical issues.

## SKILLS

- Problem Solving
- Task Management
- Verbal Communications

- Written Communication

## 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 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 paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Two years of paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- A bachelor's degree from an accredited institution of higher education in a technical field.
- One year of paid experience in a technical support role (e.g., help desk, service desk, desktop).

OR

- Three years 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 uses 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 of this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodation 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 bachelor's degree from an accredited institution of higher education with a major in computer science, information systems, or related field may replace an equivalent amount of experience.
- A valid technical certification (e.g., Microsoft Technology Associate or RedHat RH124).
- Four years of paid experience in a technical support role (e.g., help desk, service desk, desktop) within multiple enterprise server applications.