HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Help Desk Systems Analyst

Job Code: U8832
Pay Grade: UD
Pay Scale: $57,897.31-$105,779.20 Annually
Exempt: Yes

OVERVIEW

This is a tier 1 application support position within the Information Services Division (ISD) Help Desk Section. This role assists Help Desk staff and reports inconsistencies to support managers while working with team members to provide solution articles and direction when needed. Other responsibilities include providing analyses, audits, and reporting on Help Desk metrics that include volume and trends across all supported applications and systems; working closely with the department manager to assist and act in a backup capacity for the agency wide Florida Crime Information Center Agency Coordinator (FAC) and backing up the Sheriff's Office points of contact (POCs) with daily, weekly, monthly, and yearly compliance audits and reporting; and communicating openly with all departments on issues and trends and provide feedback when needed.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide responsible technical and professional assistance to departments by reviewing, analyzing, and troubleshooting day-to-day software, hardware, databases, and related application issues.
- Provide ongoing review of knowledge base articles for accurate and relevant content as well as compliance to style and format.
- Work effectively with other support team members and information technology (IT) staff on ongoing design, testing, and support of ISD needs.
- Utilize system tools, time, and resources effectively, and provide timely status reports to management.
- Assist in coordinating testing activities among various areas for software releases including end user training and documentation.
- Assist with the security of business data to ensure accurate and appropriate use of resources, data, and end user separation of duties.
- Actively communicate technical and business aspects of work efforts to promote a team player atmosphere.
- Audit all certification compliance issues and report to areas on certification expirations that are required including, but not limited to, Health Insurance Portability and Accountability Act (HIPAA), Florida Crime Information Center (FCIC) Limited and Full Access, and Criminal Justice Information Services (CJIS).
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of Help Desk/Customer Service in a technical environment.
- Working knowledge of the Florida Department of Law Enforcement (FDLE), Florida Department of Highway Safety and Motor Vehicles (FLHSMV) Driver and Vehicle Information Database (DAVID), and Electronic License and Vehicle Information System (ELVIS) audit

process.
- Knowledge and ability to report on current IT Service Management (ITSM) and FreshService systems.
- Ability to document processes and step by step documentation for technical solutions.
- Ability to analyze stations, systems, and processes and provide formal analyses of them.
- Ability to take ownership of an aspect or task on a project with little to no assistance.

SKILLS

- Problem Solving
- Technical Troubleshooting
- Business Process Management (BPM)
- Customer Technical Support
- Documentations
- Issue Management
- Operating Systems (OS)
- Remote Technical Support
- Change Management Processes
- Data Analytics
- Information Technology Auditing
- ITIL Management

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 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.
- 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 with a major in computer science, information systems, accounting, statistics, or a related 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 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 bachelor’s degree from an accredited institution of higher education with a major in computer science, information systems, accounting, statistics, or related field may replace an equivalent amount of experience.
- Four years of paid experience in a technical support role (e.g., help desk, service desk, desktop) within multiple enterprise server applications.
- Experience with public safety and/or law enforcement environments.