HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Information Technology Bureau Manager

Job Code: U8836
Pay Grade: UN
Pay Scale: $157,137.98-$287,093.33 Annually
Exempt: Yes

OVERVIEW

Manage daily operations and strategic direction, ensuring effective, reliable, and secure delivery of information technology (IT) services that align with agency standards, policies, and compliance requirements.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Develop, implement, and enforce bureau-specific standard operating procedures (SOPs), technical standards, and service level agreements (SLAs), ensuring alignment with agency policies and compliance with regulatory standards including Florida Department of Law Enforcement (FDLE) and Criminal Justice Information Services (CJIS), Health Insurance Portability and Accountability Act (HIPAA), and National Institute of Standards and Technology (NIST).
- Monitor operational data and performance metrics to support strategic decision-making, continuous improvement, and timely reporting of operational status and escalations to management.
- Oversee operations including cybersecurity practices, incident response, service continuity, technology planning, disaster recovery, and risk management initiatives.
- Collaborate with cross-functional teams and external partners to ensure seamless service delivery and alignment of technology initiatives with agency goals.
- Manage budgets, oversee vendor relationships, and ensure fiscal accountability for contracts and technology expenditures.
- Provide leadership and guidance to direct the activities of subordinates; assign, monitor, and review work; evaluate performance and initiate corrective action as needed, including termination; assess staffing needs and assist in the selection of new staff.
- Application Support Services:
- Oversee the management, integration, and security of enterprise software platforms and related applications.
- Business Support Services:
- Provide oversight for IT support services, project coordination, cybersecurity efforts, user education, and information security practices.
- Infrastructure Support Services:
- Manage core technology infrastructure, including networks, servers, cloud platforms, end-user devices, radio and communications systems, and datacenter resources.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Strong understanding of network, cloud, server, and endpoint technologies, with an infrastructure focus.

- In-depth experience with enterprise applications, software lifecycle management, and secure application environments (applications focus).
- Expertise in IT service management (ITSM), business process support, cybersecurity, and project management best practices (business support focus).
- Working knowledge of CJIS Security Policy, HIPAA compliance, NIST standards, Florida Department of Law Enforcement (FDLE) requirements, and cybersecurity frameworks.
- Knowledge of government procurement practices, vendor management, contract negotiations, and budget administration.
- Proven ability to lead technical teams, mentor staff, and foster cross-functional collaboration.
- Ability to align operational activities with strategic objectives, manage service delivery expectations, and drive continuous improvement.

SKILLS

- Enterprise Systems
- Information Security
- IT Service Management (ITSM)
- Project Management Oversight
- Supervisory 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

- Bachelor’s degree from an accredited institution of higher education in public administration, information technology, computer science, or a related field.
- Seven years of experience in IT service management or technical operations.

OR

- Master’s degree from an accredited institution of higher education in public administration, information technology, computer science, or a related field.
- Six years of experience in IT service management or technical operations.

OR

- Current employee of the Hillsborough County Sheriff’s Office Information Services Division (ISD).
- Five years of progressive ISD experience; Two of which must have been in a supervisory capacity.

ADDITIONAL 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

- Certifications such as ITIL v4, PMP, CISSP, CJIS Security, Microsoft, Cisco, AWS, or CompTIA.
- Experience supporting 24/7 law enforcement or public safety technology operations.
- Strong vendor management, contract administration, and project management skills.
- Background in government budgeting and procurement processes.
- Experience leading multiple technical and support teams in a high-demand environment.