HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Technical Services Manager

Job Code: W0147
Pay Grade: WQ
Pay Scale: $35.61-$66.69 Hourly; $74,068.80-$138,715.20 Annually
Exempt: No

OVERVIEW

Responsible for effectively managing the services associated with the installation and programming of two-way radio equipment, emergency lighting systems, and associated ancillary equipment utilized by the various organizational components of the Sheriff's Office.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Coordinate and manage multiple projects to fulfill program objectives related to radio services and supporting operations.
- Evaluate existing programs and resolve problems encountered during daily operations including the scheduling, monitoring, and management of the equipment installation programs.
- Perform regular inspections and prepare a summary of the status of each new vehicle to ensure efficient and effective installation of specialized equipment and assignment of services.
- Determine appropriate solutions by recommending best practices and implementing changes where necessary.
- Ensure the installation of two-way radio and emergency lighting equipment scheduling requests are coordinated to meet operational timelines; provide weekly and monthly updates on projects and maintain records and reports as required.
- Manage and direct the development and oversight of outsourced vendor contracts pertaining to the installation of radio equipment, emergency lighting, and ancillary equipment.
- Provide technical guidance, direction, and develop specifications for two-way radio equipment, emergency lighting systems, and services provided by approved vendors/ contractors.
- Monitor expenditures and may assist in the development of the program budget.
- Ensure proper instructions and training of personnel in methods and procedures, proper use of equipment, and approved safety protocols.
- Represent the agency/department/division at meetings, functions, and events.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Thorough knowledge of the functions, services, activities, requirements, and objectives of the specific project/functional area to which assigned.
- Considerable knowledge of the principles and practices of project management.
- Considerable knowledge of contract documents and specifications.
- Working knowledge of installation techniques and practices for two-way radio equipment, emergency lighting equipment, and specialized equipment programming.
- Working knowledge of two-way radios and emergency lighting specifications.

- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Working knowledge of management methods, techniques, and practices.
- Ability to read and understand electronic diagrams and schematics.
- Ability to communicate clearly and effectively both orally and in writing.
- Ability to work both independently and as part of a team.
- Ability to delegate, manage, and supervise effectively through scheduling, assigning, monitoring, reviewing, training, and evaluating the work of assigned staff.
- Ability to develop technical specifications and budgetary costs for proposed vehicle projects.
- Ability to use a computer and related software including work order management programs.

SKILLS

- Contract Compliance
- Two-Way Radios
- Emergency Lighting
- Radio Systems
- Communication
- Reading Comprehension

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 moderate physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 25 pounds).
- May be required to visit other job sites to perform work.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- Maintain cell phone availability after hours and at home to aid/guidance to subordinates.
- 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.
- Five years of program/project management experience directly related to the position duties, three of which must have been in the management and technical oversight of services associated with two-way radio equipment programming, emergency lighting systems, and two-way radio system installations and repairs.

OR

- An associate degree from an accredited institution of higher education.
- Four years of program/project management experience directly related to the position duties, three of which must have been in the management and technical oversight of services associated with two-way radio equipment programming, emergency lighting systems, and two-way radio system installations and repairs.

OR

- A bachelor’s degree or higher from an accredited institution of higher education with a major in business management, project management, or a related field.
- Three years of program/project management experience directly related to the position duties in the management and technical oversight of services associated with two-way radio equipment programming, emergency lighting systems, and two-way radio system installations and repairs.

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. Tattoos on hands, neck, or arms must be covered with white, black, or neutral colored 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.