Houston County Sheriff's Office
Job Description

Information Technology Support

Reports To: Lieutenant of IT **Job Code:**
Revision Date: September 2022 **DOT Reference:**

Summary

Responsible for providing technical support, including first line technical operations support, to Houston County Sheriff's Office employees, information systems and components, software, peripherals, personal computers and associated system applications installed in both mobile and fixed office environments.

Essential Job Functions

- Serves as first line support and technical support for all PC's as well as troubleshooting for machines, software and components operating in the Houston County Sheriff's Office. This includes administration Records Management System, Jail Management System, and all associated applications.
- Responsible for performing regular PC preventive maintenance, hardware installs, updates and upgrades to any network component or PC.
- Responsible for maintaining machines, diagnosing issues and resolving those issues within the operational guidelines of the Houston County Sheriff's Office.
- Required to maintain work logs, up to date PC and component inventory listings, and track the assignment of all Houston County Sheriff's Office computers.
- Responsible for maintaining and utilizing a maintenance reporting system; must resolve trouble tickets in a timely, professional and courteous manner consistent with agency standard practices.
- Will provide training and/or assistance with training Sheriff's Office employees regarding the use of network applications, peripherals, and installed agency managed Records Management, Jail Management, and Mobile Data software and/or hardware, etc.
- May develop procedures for implementing and using computer applications and programs; provide any required testing of applications prior to installation or purchase for general use.
- May coordinate with outside entities and/or agencies that utilize, connect to, or interact with our network to provide the needed services or assistance; government and non-government agencies.

Knowledge, Skills, and Abilities

- Knowledge of personal computers, hardware, software, peripherals, and terminology.
- Knowledge of Windows 10/11 Professional or higher, Microsoft Office 2013 or higher, Adobe Standard PDF as a minimum, experience in imagining computers and setting up computers/software for new users.
- Ability to work independently or with others to accomplish a wide variety of tasks associated with maintaining or managing information systems.
- Ability to write clear and detailed reports or other required documentation of activities associated with system functions and operations.
- Ability to attend training or other meetings as necessary which may require stays out of town overnight.

- Ability to meet expectations of off normal duty hours in support of the Houston County Sheriff's Office network and on-duty users which does include being "on call" and available to respond during specified periods.
- Ability to work with vendors to obtain the best pricing options for the Houston County Sheriff's Office, resolve issues and evaluate vendor performance.
- Ability to lift and carry equipment or supplies up to 50 lbs.

Minimum Qualifications

One year of experience in public safety operations which may include any or all of the following:

1. Public Safety Dispatching or Communications
2. Government/Law Enforcement Information Technology Systems
3. Public Safety networking and data systems, including user account management

Experience must also include PC's word processing, Windows O/S, e-mail, anti-virus and security software.

Two years of IT related experienced is preferred; equivalent training or experience related to job functions for a minimum of one year may be considered. Incumbent employees with Houston County who can demonstrate they are presently working in this environment performing the minimum functions described above for one year or longer may be considered to meet the minimum requirements.

Additional education and/or experience closely associated is a plus to include Comp TIA and Microsoft.

This job description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all of the job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.