



CLASSIFICATION NO. 132

Established: 9/14

Revised: 1/21

FLSA: Exempt

EEO: 2

## **SHERIFF'S TECHNOLOGY SYSTEMS MANAGER**

### **CLASS CHARACTERISTICS**

Under general direction, to plan, organize, supervise and direct staff and work activities within the Information Technology Division of the Sheriff's Office; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts search and rescue operations, obtains, secures and processes evidence and confiscated property, and operates the County jail. The Sheriff's Office jurisdiction includes the unincorporated areas of the County and cities within the County that contract for law enforcement services.

The Sheriff's Technology Systems Manager is a single incumbent classification within the Sheriff's Office and is not part of a classification series. The incumbent is responsible for functions related to systems administration, networking, hardware and application based resources within the Sheriff's Office and works collaboratively with County's Technology Services Department to plan and acquire information resources.

The Sheriff's Technology Systems Manager differs from the Technology Services Manager used in the Technology Services Department which provides enterprise-wide computing, application development/administration, and computer generated products and services to all County departments.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Designs and implements Sheriff's Office department-wide technology standards and rule sets; develops and maintains documented operational procedures; develops guidelines and implements and enforces procedures for the storage, security, backup and recovery of Sheriff's Office law enforcement data to ensure its confidentiality and integrity.
2. Establishes and implements CJIS security guidelines and monitors CJIS compliance; serves as CJIS Local Agency Security Officer (LASO) and participates and conducts security audits; develops processes to streamline the exchange of information between department personnel as well as with other agencies.
3. Hires and supervises technical staff and determines appropriate service and staffing levels; creates schedules, prioritizes and assigns work to staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other

agency units and County departments; motivates employees to provide quality service to internal and external customers.

4. Provides leadership and project management for technology related projects by developing project definitions, schedules, estimates, budgets and reporting; conducts project status meetings; organizes and distributes project work; estimates and organizes resources, such as time and materials required for project completion; evaluates appropriate solution strategies based on functionality, cost, integration with existing systems, staff resources and ease of use for the end user.
5. Prepares and manages the Sheriff's Office technology budget; researches, develops and implements methods to streamline the use of technology for cost reduction purposes; performs departmental purchasing functions; follows County procurement processes for quotes, purchases and tracking of all technology acquisitions, services, renewals and monthly recurring charges; manages and inventories technology assets; ensures retired equipment is disposed of following CJIS and County guidelines.
6. Manages and monitors the overall information technology infrastructure for the Sheriff's Office; works with staff to develop new technological solutions; provides training and technical guidance to users and staff; performs routine systems and database administration; works with other technical disciplines to facilitate issue resolution, technology development, integration and interoperability; provides technical support for end users when necessary; evaluates and monitors daily user requests for service and coordinates timely responses by Sheriff's Office information technology staff; responds to after-hours technical issues and emergencies.
7. Designs and deploys Sheriff's Office local and wide area network configurations, system infrastructure, equipment, databases and applications to ensure the agency's 24/7 operational needs are met; conducts research on new systems, products, and applications that may provide effective and innovative technology solutions; develops and implements long-term planning strategies for Sheriff's Office information networks and computer systems; follows law enforcement technology trends to recommend and deploy products and solutions to keep the Sheriff's Office technologically competitive.
8. Partners with third party vendors and County Technology Services Department to ensure contracted service agreements and technology needs are met; provide input to County Technology Services Department with regard to Sheriff's Office technical and legal requirements, and participates in enterprise long range planning.
9. Coordinates the installation, service and maintenance of hardware, software and telecommunications lines associated with the data communications network, including voice, LAN, WWAN, WLAN, and in-vehicle and mobile network technologies.
10. Monitors Sheriff's Office cellular communications resources, budget expenses and orders new equipment and lines of service; evaluates the performance of cellular service providers and monitors billing to ensure cost effectiveness and appropriate service levels.

## **REQUIRED KNOWLEDGE AND SKILLS**

**Thorough knowledge of:** Principles and practices of computer, data, and telecommunications systems administration, radio equipment; concepts, capabilities, and components of current computer technology; principles and practices of data base technology, data modeling and data base design; application integration; data and telecommunications equipment, hardware and software; systems analysis and design.

**Working knowledge of:** Principles and practices of personnel management and participative management theories; principles of program planning and project management; configurations including storage devices, mobile devices, printers, communications, and related software; applicable computer programming languages; principles and practices of budget development and administration; principles and practices of contract preparation, negotiation, and administration.

**Skill to:** Communicate effectively, both orally and in writing; coordinate staff and services regarding the installation, service and maintenance of hardware and software; plan, prioritize, oversee and complete project management tasks; interpret and apply pertinent laws and regulations, requirements, policies and procedures; provide project leadership and direction to accomplish departmental technology goals; identify, diagnose and resolve journey level hardware and software problems; analyze and evaluate information, services, products and equipment; confer with technology vendors regarding suitability in meeting Sheriff's Office technology needs; research technology trends and make recommendations for future system changes, upgrades, new services, products and equipment; hire, supervise, and discipline assigned staff; direct staff in continuous efforts to improve quality, productivity and effectiveness; develop, recommend and implement operational and administrative policies, procedures and methods; plan, develop and evaluate funding requirements; prepare and administer budgets; develop and present program plans and goals; prepare clear and concise reports; establish and maintain cooperative working relationships with user representatives, County personnel and vendors.

## **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of eight (8) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

## **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.