DOUGLAS COUNTY
SHERIFF'S OFFICE

JOB TITLE: SENIOR SUPPORT SPECIALIST

Exempt: Yes	**Job Type**: 7551T
Pay Grade: T755	**Department**: Office of the Sheriff
Approved By: Sheriff Darren Weekly	**Date:** 01-10-23

DEFINITION OF WORK: The Senior Support Specialist will be responsible for a wide variety of configuration and support efforts related to desktop hardware, operating systems, network support for the operating systems, and applications resident on the hardware. The Senior Support Specialist will also be responsible for mentoring and guiding the work of less experienced Support Specialists.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (The following examples are illustrative only and are not intended to be all inclusive.)

Application of systems analysis techniques and procedures, including consulting with users, to determine hardware and software specifications for standard and special use systems; evaluating hardware, software, and vendor alternatives; and providing strategic recommendations.

- Determine County Supported standards. (i.e., Desktops, Laptops, Printer, Plotters, MS Office, Browser, Remote Control, Deployment software) by mapping user needs to the costs/benefits of available alternatives.
- Work with various vendors to identify the best solutions for Douglas County (i.e., Dell, Toshiba, HP, Panasonic, Tyler/New World, Verizon, Axon, LexisNexis and Epson) including negotiation for special pricing, availability and support services.
- Research special use systems (i.e., handheld scanners, mobile printers, high-resolution digital cameras) and determine applicability to user needs and deployment/support strategies.

Design, development, documentation, analysis, creation, testing and modification of the desktop computing environment, including prototypes, based on, and related to user or system design specifications.

- Proactively examine the migration path of system hardware, operating systems and software and the implications for end user environments.
- Develop tiered computing alternatives that match user work profiles to cost effective platforms and configurations.
- Implementation, configuration and testing of client security agents.

Test computer programs and create system images and software deployment packages based on specifications and interoperability configurations.

- Test viability of application packages before deployment in the Support group lab environment. (i.e., New World, ARCGIS)

- Create lab environments that emulate user environments.
- Facilitate user acceptance evaluation of proposed changes and upgrades.
- Verify multiple applications work harmoniously. (i.e., Pictometry, New World, ARCGIS, other .dll's)

Develop, document, and modify operational procedures and best practices, including strategic deployment and incident management systems.

- Proactively refine the techniques and procedures for deploying software, systems, and provisioning users to increase efficiency and dependability.
- Perform root cause analysis that leverages incident data to highlight system flaws and recommend system improvements.
- Manage the capture and reporting of metrics related to the support function across the County.

Provide highly skilled support to system users for complex, unique and challenging issues; assess and solve advanced technical hardware and software problems.

SharePoint site collection administrator.

- Work with county IT on design, implementation, and governance of DCSO intranet.
- Work with Command and designated end-users to update content as necessary.
- Ensures the technical integrity of DCSO intranet and within team sites.
- Maintain security and permissions for DCSO intranet.
- Resident SharePoint expert for Sheriff's Office.
- Trains end-users and mentors support specialist as needed.

OTHER DUTIES:
Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES: This position has no direct supervisory responsibility over other positions, although the position is responsible for providing mentoring of less experienced Support Specialists. In addition, the Senior Support Specialist will be responsible for providing technical leadership on the deployment and support of operationally based projects.

CONSEQUENCE OF ERROR: As technical lead, errors may result in projects not coming in on time. In addition, consequence of error may result in extended system downtime and/or disruption of user productivity.

CONTACTS: This position has daily contact with other employees, supervisors, staff at other supported agencies, managers, and command staff. Occasional contact with inmates, judges, and outside firms/vendors. Need to maintain customer focus, be able to talk to non-technical as well as technical staff. Keep a professional attitude and show respect to all users.

INDEPENDENT JUDGMENT: Work is performed independently. Incumbent must be able to use individual judgment and problem-solving skill to accomplish goals and achieve desired results.

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE: Generally, a high school diploma or GED supplemented by two years of computer related education, and 5 years of user support experience OR equivalent combination.

LANGUAGE SKILLS: Ability to establish and maintain effective working relationships. Ability to communicate in both oral and written form, in both technical and system user levels.

REASONING ABILITY: Ability to organize and prioritize numerous tasks. Ability to develop logical plans of action for troubleshooting. Ability to work with little or no supervision.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess a valid driver's license. A+ certification and other computer-related certificates are helpful.

OTHER SKILLS and ABILITIES: Considerable knowledge of software applications and hardware used for automated processes. Advanced knowledge of the following required: Standard desktop operating system, –basic TCP/IP networking skills, standard Office suite, email, and advanced troubleshooting skills. Knowledge of the following desired: Client Management Suite, Anti-Virus client. Knowledge of training practices and principles. Skill in the use of a variety of data processing and office equipment. Must possess strong time management skills. Ability to work beyond scheduled hours and respond to after-hours pager calls in a time critical manner.

PHYSICAL DEMANDS: Incumbent may occasionally be required to lift and/or move up to 40 pounds. Ability to bend, kneel, crawl under desks, tables, and climb on tables and/or ladders as necessary.

WORK ENVIRONMENT: Work is generally performed in a typical office environment. Some point-to-point travel is required. Ability to work beyond scheduled hours and respond to after hour pager/calls in a time critical manner is required. A Sheriff's Office background check and fingerprint check is required.

TESTIMONY: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.