

**DOUGLAS COUNTY
SHERIFF'S OFFICE**

JOB TITLE: SUPPORT SPECIALIST II – DETENTIONS – JDC126

Exempt: No	Job Type: 7610T
Pay Grade: T760	Department: Office of the Sheriff
Approved/Reviewed By: Sheriff Darren Weekly	Date: 01-10-23

General Duties: This is technical work providing inmate services technology support for the detention division.

Supervision Exercised: Has no direct supervisory authority over other positions.

Supervision Received: Works under the general supervision of the Administrative Lieutenant.

Examples of Duties and Responsibilities:

- Provides primary technology user support for third party inmate services platforms for inmates and facility staff. Assesses and solves basic technical hardware and software problems and coordinates with vendors for support as needed. Determines the extent of user reported problems with software applications and hardware and the means to resolve them, either in person, email, Keefe kite system, etc.
- Creates and maintains third-party platform support documentation.
- Supports use of vendor software and hardware available to inmates and staff.
- Responds to a variety of procedural questions from inmates and facility staff.
- Creates, develops and maintains functional documentation for major applications including inmate commissary, e-messaging, phone systems, video visitation, digitized mail, etc.
- Communicate vendor hardware, software, and service changes to inmate population and facility staff.
- Coordinates with vendors and orders replacement hardware and schedules technician visits as needed.
- Troubleshoots basic network connectivity for inmate and other vendor provided devices as directed by the vendor.
- Provides basic training for systems and applications specific to the detentions division.
- Grants access to new facility staff users, external investigators, and other Sheriff Office staff as directed.
- Monitors inmate phone systems, video visitation services, commissary services, e-messaging platforms, digital mailing center, and other inmate accessible services, software, and hardware for facility violations and criminal activity.
- Collect and organize inmate data as needed from inmate accessible services for use by detectives, investigators, and other law enforcement personnel.
- Process and clear professional visitors for entry as directed.

- Provide operational support to lobby control such as responding to jailcall requests as needed.
- Communicate with other facilities to provide access to investigative partners and collect inmate data as needed.
- Performs other duties as assigned.

Consequence of Error: This is technical work performing technology user support for the inmate population and facility staff. Consequence of error may result loss of critical data and/or disruption of user productivity.

Education and/or Experience: Generally, a high school diploma or GED supplemented by two years computer related education and 3 years support experience OR equivalent combination. Technical support and/or helpdesk experience preferred.

Certificates, Licenses, Registrations: Must possess a valid Colorado driver's license.

Essential Functions:

Language Skills: Ability to establish and maintain effective working relationships. Ability to communicate in both oral and written form, at both the technical and system user levels.

Computer Skills: Must have basic user-level competency with Windows PC operating systems.

Reasoning Ability: Ability to use common sense understanding to carry out instructions. Ability to develop logical plans of action for troubleshooting.

Other skills and Abilities: Considerable knowledge of software applications and hardware used for automated processes. Knowledge of the following is required: Windows Operating Systems, various office applications including e-mail, spreadsheets, word processing, presenting programs, and MS Office. Some knowledge of training practices and principles. Skill in the use of a variety of data processing and office equipment. Ability to organize and prioritize numerous tasks. Knowledge of mobile computing functions and wireless networking. Ability to work with little or no supervision. Must possess strong time management skills. Ability to work beyond scheduled hours. Ability to work non-traditional days and hours as needed.

Physical Demands: Required to lift and/or move up to 40 pounds. Ability to bend, kneel and crawl under desks, climb ladders/step stools and work in tight spaces as necessary. Ability to walk from parking garage to support area multiple times in a day.

Work Environment: Work is generally performed in a typical office environment, which includes detention facility, inmates, and tight spaces. Ability to work beyond scheduled hours is required. A Sheriff's Office background check and fingerprint check is required.

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. Must be able to use individual judgment and problem-solving skills to accomplish goals and achieve desired results.

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

Note: The successful applicant must be able to perform ALL of the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements. These duties are intended to be illustrative only and are not all-inclusive.

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 that 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.