

**DOUGLAS COUNTY  
SHERIFF'S OFFICE**

**JOB TITLE:** MANAGER, SUPPORT SERVICES

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**Exempt:** Yes

**Pay Grade:** T730

**Approved/Reviewed By:** Sheriff Darren Weekly

**Job Type:** 7335T

**Department:** Office of the Sheriff

**Date:** 01-10-23

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**General Duties:** The Applications Manager is responsible for managing, directing, and prioritizing the Douglas County Sheriff's Office (DCSO) Operations section of IT. This role manages the Support Services team and all operational aspects which include the first responders in all divisions who work 24-7 shifts. Responsibilities include responding and troubleshooting critical tickets and incidents with urgency, distribution, tracking and maintenance of equipment, training, providing onsite assistance, and first-class customer service to all customers.

**Supervision Received:** Reports directly to the Captain of Support Services with limited supervision.

**Supervision Exercised:** This position provides supervisory responsibility over the members of the Support Services team and provides technical leadership on the deployment and support of operationally based projects.

**Examples of Duties and Responsibilities:**

- Respond and/or coordinate support staff when mobile command post (MCP) is called out during emergency or Douglas County Regional SWAT team call during a critical incident to provide onsite support.
- Coordinate and responds onsite with support staff when Emergency Operations Center (EOC) is activated by Office of Emergency Management (OEM) during a disaster.
- Responsible for coordination and/or conduction of all training for new hires at DCSO, on-boarding deputies, specialists, and civilian staff, to include volunteers.
- Conducts training for internal and external customers on all DCSO specialized applications including Sex Offender Tracking and Registration (SOTAR).
- Ensures DCSO is in compliance with State Sex Offender Regulations.
- Manage support of all systems, to include approximately 200 Axon Fleet III in-car camera systems approximately 500 Axon Body Cameras.
- Partner with Budget Manager on annual budgets for IT equipment including software and hardware. Coordinate IT inventory for both capital and controllable items.
- Oversee IT equipment and maintenance contracts and manage relationships with vendor partners.
- Assigns Criminal Justice Information Services (CJIS) training to employees who require access.
- Responsible for aligning technology strategies, applications, and equipment with the DCSO goals.
- Supervises and mentors Support Services team. Administers and makes

- recommendations for routine personnel matters, including interviewing, hiring, training, assigning job duties, scheduling, appraisals, and corrective action.
- Conduct regular employee and team meetings including annual performance reviews.
  - Working Manager with the proven ability to assist employees with any urgent issue in the area of Operations.
  - Works collaboratively with Technology section of IT to ensure the continuous delivery and operation of all communication and information technology systems.
  - Point of contact for all DCSO applications and vendors. Responsible for reviewing scope of services, implementation, vendor management, and management of all projects as it relates to the Operational section.
  - Update Command Staff and key stakeholders on the progress of current projects and upgrades.
  - Monitor workload and delegate duties to the Technology Services team ensuring timely responses with the ServiceNow ticketing system and quality customer service to the DCSO customers.
  - Manage Exchange email distribution groups, conference rooms and individual mailbox access.
  - Orchestrate/oversee quarterly cybersecurity training to all DCSO staff, including volunteers.
  - Determine permissions and roles for the user community across all software platforms, to include Active Directory (AD) for all DCSO employees and partner agencies.
  - Maintain physical and logical security of applications and building security; regularly perform audits and run security reports for the Justice Center, HR Substation and the UFCL building.
  - Manage department inventory for hardware to include laptops, desktops, monitors and cell phones and all necessary required accessories for staff and order needed equipment when necessary.
  - Collects and documents requirements for enhancements or modifications to Douglas County Sheriff's Office applications. Analyzes, designs, implements, and tests enhancements or modifications, as well as troubleshoots any production issues or problems.
  - Provides application and specific technical support for Sheriff's Office software. Coordinates with Sheriff's Offices staff and other county IT staff to troubleshoot and resolve issues according to a defined prioritization and severity policy. Ensures that the associated support ticket is appropriately resolved in a timely manner.
  - Creates and maintains documentation related to functions, configuration information, and change procedures. Develops, documents, and implements best practices for managing and supporting applications. Maintains an integrated process model for all systems and the user community to ensure the most effective and efficient use of county assets and resources.

**Education and/or Experience:** Generally, a bachelor's degree in Computer Information Systems or equivalent of eight years in a related field and a minimum of six years implementing computer and software installations. 2-5 years of experience in systems design, analysis, or project management. Sufficient experience may be substituted for a degree.

**Certificates, Licenses, Registrations:** Must possess a valid Colorado driver's license. A+ certification and other computer-related certificates are helpful.

**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.

**Consequence of Error:** Work involves complex analysis of Computer Aided Dispatch, Records Management, Mobile, Investigations, Field Reporting, Jail Management, and other business functions. Consequences of error may include in inaccurate reporting, financial liabilities, inaccurate communications, and non-compliance with state and federal statutes associated with that business unit. The criticality, liability and availability of our systems is of paramount importance. Application Specialists role is more crucial, to ensure officer safety, and public safety, in essence lives are at stake if we fail in our job.

**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.