

SNOHOMISH COUNTY JOB DESCRIPTION

TECHNOLOGY SUPPORT SPECIALIST - SHERIFF (CS)

Spec No 3254

BASIC FUNCTION

When assigned to Law Enforcement Support the primary duties of this class are in support of the County's network enterprise systems and the Sheriff's Office mobile data computer system. Responsibilities include planning, coordinating, developing and implementing the technology efforts of the Sheriff's Office and the support and maintenance of related equipment and software.

When assigned to Corrections Support the primary duties of this class are in support of the implementation and administration of Corrections Bureau software systems and equipment. Responsibilities include research, planning, procurement, coordinating, training, development and implementing the technology efforts of the Corrections Bureau along with the support and maintenance of related equipment and software.

STATEMENT OF ESSENTIAL JOB DUTIES

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Plans for and administer initial and on-going registration and tracking of networked, stand-alone and mobile data software and equipment; plan, recommends and procures software, hardware and maintenance contracts as needed.
2. Assists in the configuration and installation of personal computers, software, network and mobile data implementation projects at all Sheriff's Office work stations; assists in developing and coordinating non-network and mobile data system projects.
3. Provides troubleshooting services for network and mobile data problems at all Sheriff's Office work stations, analyzes complex problems; implements solutions and/or refer to proper resource as appropriate; documents problems and solutions.
4. Plans, assists and coordinates disaster recovery activities, including equipment rebuilds, software reloads and special recovery processing.
5. Develops and implements technology policies and guidelines, including software license policies, technology use policies, network and mobile data administration procedures.
6. Works with clients, vendors and technical staff to resolve hardware and software problems.
7. Assists and trains Sheriff's Office employees with questions, service requests and/or problems with common software applications and peripheral devices; recommends appropriate equipment for office needs; approves DIS work orders.
8. Reviews and approves employee requests for non-standard software.
9. Develops, advises and/or assists with the Sheriff's Office web site.
10. Assists in the technological development of the operating and capital budget.
11. Provides technical support to other county departments and law enforcement agencies.

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STATEMENT OF OTHER JOB DUTIES

12. May perform all the duties of the Department Network Coordinator.
13. May supervise the computer related duties of unit staff as directed.

MINIMUM QUALIFICATIONS

An Associate's degree in computer science or closely related field; AND three (3) years of experience in data processing operations, network administration or related experience, preferably in a law enforcement environment; OR any equivalent combination of training and/or experience that provides the required knowledge and skill. Must pass job related tests.

PREFERRED QUALIFICATIONS

Training in the County standard network operating system is preferred.

LICENSING/SPECIAL REQUIREMENTS

Valid Washington State Driver's License, unrestricted except as to vision, is required prior to appointment.

Must be a lawful permanent resident or United States citizen; minimum 21 years of age, no maximum age. Must pass a Civil Service examination, and pre-employment examinations including, but not limited to, a complete background investigation, fingerprinting, criminal record check, pre-employment drug screening and a polygraph examination. A psychological evaluation may also be required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- current word processing, spreadsheet, database, network, mobile data, and desktop operating systems and standard software utilized by the Sheriff's Office
- general methods and techniques for project management and supervision
- concepts and standards for data communication networks
- technology use policies and guidelines
- disaster planning and recovery processes
- methods to manage processing records, documentation procedures, policies and associated audit requirements
- software licensing and audit requirements
- practical application of computer operations procedures
- system, mobile data and network administrative processes

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Ability to:

- operate personal computer, peripheral equipment, mobile data equipment and standard office automation software
- establish and maintain positive working relationships with clients, vendors and other county employees
- analyze general computer problems and facilitate implementation of solutions
- maintain schedule of work flow; prioritize tasks
- communicate effectively both verbally and in writing with various groups from diverse backgrounds
- work independently and as a team member with limited supervision
- operate network systems, mobile data and peripheral equipment for processing, administrative and monitoring activities
- exercise good judgment knowing when to act independently and when to refer situations to a higher authority
- read, understand and apply technical manuals and procedures, contractual and legal documentation
- maintain and organize accurate, detailed information and prepare reports
- ability to train and lead employees in the use of county network and mobile data systems
- organize work to meet schedules and deadlines

WORKING CONDITIONS

Positions in this class typically require daily focus on computer screen for over two hours at a time; daily dealing with distraught or difficult individuals; constant precise control of fingers and hand movements; periodic lifting objects over 20 pounds; crouching, bending or kneeling to access files. Employee may be called in to work during off duty hours, on weekends and/or holidays. Travel to remote work sites may be required. When assigned to Corrections Support the work may be performed in a maximum security detention facility.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 1999

Revised: June 2018, March 2020

Pay Grade: 240 – Sheriff Law Enforcement Support

Pay Grade: 240 – Corrections Support

EEO Category: 3 - Technician

Workers Comp: 5306 Non-Hazardous

Approved by the Snohomish County Civil Service Commission March 3, 1999.

Approved by the Snohomish County Civil Service Commission June 6, 2018