

**Class Title: Law Enforcement Center IT Technician**  
**Pay Grade: 7**

**FLSA Designation: non-exempt**

**Established: 2-21**

**Revised: 9-21**

**Classification Summary**

This position performs a variety of technical duties relating to the installation, operation and maintenance of the countywide computer system, including hardware and software. The position reports to the IT Director. Considerable latitude is allowed for independent judgment and initiative. The principal duties of the position are performed in a general office environment. This position plays a key role in the responsibility for the security of IT systems for the County. This involves preparing and hardening all infrastructure, employee training and response to any potential breeches.

**Essential Duties and Responsibilities**

- Responsible for all maintenance on IT items for the Law Enforcement Center except printers.
- Responsible for access control and security camera systems for all facilities
- Responsible for installation of workstations in the LEC during the refresh cycle
- Responsible for mobile data systems for Sheriff's Office vehicles
- Responsible for in-car cameras
- Responsible for body cameras
- Responsible for Dispatch and 911 systems
- Responsible for Public Safety Radio systems
- Performs installation, troubleshooting, and repair of personal computers and a variety of peripherals;
- Ensures and maintains confidentiality and security of all inter and intra communications systems and services.
- Participates in cyber-security issues;
- Maintains an IT asset list, and documents the IT infrastructure.
- Identifies needs in telecommunications and computer related equipment and software; monitors licensing agreements;
- Recommends technical aspect decisions related to infrastructure/network maintenance and enhancements;
- Analyzes, diagnoses, troubleshoots and repairs network and data communication problems;
- Provides supplemental support for department specific applications;
- Establishes and maintains appropriate system documentation, including updates to systems and applications;

- Performs all work duties and activities in accordance with County policies, procedures and safety practices.
- Hardens IT systems.
- Responds to any potential cyber security issues.

### **Other Duties and Responsibilities**

- Some work may be required after normal business hours in the event of an emergency.
- Performs other related duties as required.

### **Knowledge, Skills and Abilities**

Knowledge of:

- Principals and practices of network development implementation and administration
- Various program languages and their appropriate applications
- Various network, telecommunications, phone and Internet technologies and their applications
- Installation, operation and maintenance of various software programs;
- Principles and techniques of system analysis, design and implementation;
- Documentation and record-keeping techniques;
- Computer installation, repair, and troubleshooting;
- Cyber security preparedness and response expertise;
- Backup and restoration techniques;

Ability to:

- Serve as a liaison to coordinate individual departments with specific vendors (e.g. Sheriff with ISP, DMV with State DMV, Clerk with Elections, GIS with ESRI, etc.);
- Install, operate and maintain software programs and computer systems;
- Troubleshoot and resolve software and hardware problems;
- Communicate effectively orally and in writing;
- Meet project schedules and timelines;
- Maintain an inventory of computer equipment and meet licensing requirements;
- Document computer processes and procedures and develop countywide computer related policies;
- Understand and follow oral and/or written policies, procedures and instructions;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Maintain confidentiality in all projects and communications;
- Research information and data and prepare reports as necessary;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Work independently while performing a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to be flexible with hours when time sensitive or critical projects are being implemented and installed, which may require working during non-business hours.

**Acceptable Experience and Training**

- Associate degree in Computer Science; and
- Three (3) or more years experience in network administration, systems administration or related experience; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Special Qualifications**

- Must be able to pass a background check
- Comp TIA A+ certification is preferred;
- Comp TIA Network + certification is preferred;
- Comp TIA Security + certification is preferred;
- Previous experience with other County & State software is preferred.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written instructions; comprehend and prepare written technical reports, data sheets, user manuals, diagrams, and related information; and troubleshoot and perform repairs on computers;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and computer equipment and to make adjustments to computers, tools and equipment;
- Sufficient personal mobility, flexibility, and balance to perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, to lift at least 30 pounds, and to work in an office environment.