

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: Sheriff's Information Technology Manager**

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**Exempt (Y/N):** No

**DATE PREPARED:** October 2012

**DEPARTMENT:** Sheriff's Department

**SUPERVISOR:** Chief Deputy

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**SUMMARY:**

The Sheriff's Information Technology Manager is responsible to oversee the planning, installation, use and maintenance of the extensive PC network (LAN/WAN) required by the Sheriff's Office. The incumbent installs, modifies, and makes repairs to microcomputer hardware and software systems and provides technical assistance and training to system users. This person performs network trouble-shooting in order to isolate and diagnose network problems as well as modifies data communications network to ensure that network is available to all system users and resolves data communication problems. Other responsibilities include the coordination of wiring needs for installations/upgrades, installation of hardware and software, telephone and computer cabling, and user training. The incumbent is accountable for the effective design, operation, performance and maintenance of the computer software and routine maintenance of computer hardware at the Sheriff's Office. The incumbent is responsible for maintaining accurate and up-to-date records and information for various reports. The incumbent is a senior law enforcement officer who reports directly to the Chief Deputy. The incumbent may also be considered an "Officer in charge" in the absence of a supervisor. In the capacity will be responsible for supervision of personnel and the administrative duties for an assigned shift or detail. The incumbent is responsible for exercising and supervising others with an in-depth knowledge of law enforcement administration in protecting and serving the county by enforcing criminal and traffic laws. The incumbent relies on past law experience and training in the handling of prisoners in the county detention facility, prepare special reports and giving community presentations. This position must meet all commission on law enforcement standards and training requirements and must be a certified law enforcement officer. Supervises the Property Assistant and oversees the ordering, receiving, record keeping and distribution of required uniforms, vehicles, firearms and related items to law enforcement and civilian personnel. Responsible for tracking, logging, maintenance and repairs of law enforcement vehicles, keeping accurate records and providing end of the month reports to administrative personnel. Supervises the Evidence Coordinator and ensures that evidence and lost/found or recovered property is logged, secured and disposed of in accordance with County, State and Federal rules and regulations. Ensures that chain of custody documentation accompanies each piece of evidence. Assists with training personnel on policies and procedures relating to evidence login procedures.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Configure and install PCs, servers, network, and other hardware/software associated with the Sheriff's Office network.
2. Monitor network backbone. Troubleshoot and diagnose problems and make necessary repairs.
3. Create and maintain Windows and E-mail users for Sheriff's Office personnel.

4. Maintain and upgrade, when necessary, Sheriff's Office telephone system with assistance from an outside contractor when necessary.
5. Use available resources, web search engines, software/hardware documentation, etc., to resolve issues with computers, software, routers, switches, and other network equipment.
6. Provide support for Sheriff's Office network users with hardware/software problems. Assist users to resolve computer related problems such as inoperative hardware or software.
7. Work with software providers to resolve issues, make improvements to the software, and implement updates in a timely and cost effective manner.
8. Maximize cost efficiency of communication network while meeting the demands of growing volume.
9. Review completed projects or computer programs to ensure that specifications are met, that software meets user needs, and that the programs are compatible with the existing system and others programs already in use.
10. Evaluate workload and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Plan, design, and implement future growth of network. Identify and recommend improvements in Sheriff's Office network.
11. Update documentation to record new equipment installed, new sites, and changes to computer configurations.
12. Meet with Sheriff's Office personnel to identify needs, assess current system capabilities and future requirements.
13. As necessary design, modify and maintain software programs to be used at the Sheriff's Office.
14. Test software for functionality and accuracy.
15. Design reports that meet requirements, are self-explanatory and contain information that is pulled real-time from Sheriff's Office databases and software.
16. Create procedures and documentation to assist software users in performing their jobs correctly and efficiently.
17. Closely monitor the physical operation of the computer equipment, printers, modem, etc.
18. Extract data as needed from Sheriff's Office databases for statistical analysis and summary.
19. Maintain Mobile Video Recorders (MVR) in Sheriff's office vehicle fleet.
20. Diagnose and repair minor problems with MVRs and coordinate major repairs with authorized repair centers.
21. Perform preventive maintenance and updates to MVRs to ensure operational readiness.
22. Administer the MVR server, including user maintenance, database maintenance, software

updates, and problem troubleshooting.

23. Installs, Configures, and Maintains Sheriff's Office Mobile Computer Terminals(MCT).
24. Ensures proper configuration of cellular communications and MCT Virtual Private Network (VPN) settings to meet Federal guidelines for transmission of controlled information.
25. Patrol all areas of the County, investigate/report motor vehicle accidents, and assist other agencies investigating accidents and other violations of the traffic laws.
26. Answer all complaints handled through the Sheriff's Department to include civil matters, such as family disturbances, civil stand-by's, property disputes, locate missing persons, assist motorists, and answer any other matter requiring law enforcement assistance. Understand the whole process for serving civil papers.
27. Answer complaints that are criminal in nature such as traffic violations, speeding, reckless driving, DWI, homicides, burglary, robbery, rape, theft, suicide, forgery, and any other criminal act as the situation requires, and perform arrests and other associated procedures.
28. Fill out reports and file, interview suspects and witness when necessary and appear in court. Be able to take case from start to finish. Serve civil papers and warrants.
29. Maintain paperwork and/or routine maintenance required of the patrol unit and related equipment used in the vehicle.
30. Speak to local groups on law enforcement, participate in manhunts, witness protection, fingerprint children at schools and other duties as directed by the Captain.
31. Book and release inmates, check inmate classification for cell assignment, check inmate population to comply with court, schedule inmate activities, assign inmate to jail program, answer inmate grievances and investigate incidents.
32. Assist in making arrangements for prisoner transportation and serve as liaison between the jail and the Circuit Court Judge, the Prosecuting Attorneys Office, defense attorneys, family members of jail inmates, and other public or agency contacts as required. Maintain a current knowledge of proper prisoner transportation handling procedures.
33. Maintain jail equipment and premises, and make arrangements for necessary repairs.
34. Prepare special reports, conduct jail inspections, and testify in court on jail matters.
35. Assist in budget preparation, jail planning, writing jail policies and procedures and bill the Arkansas Department of Corrections for inmates committed to that institution.
36. Ensure that all contacts with the Sheriff's Department are treated courteously and fairly in accordance with federal and state laws and that accurate information is provided to any office contact.
37. Ensure that the rights and safety of inmates is not violated and that they receive the basic requirements as required by law.

38. Receive advanced training in the areas of law enforcement, drug identification, court's system, warrants, and jail operations.
39. Receive advanced training the use of self-defense and physical constraint procedures.
40. Keep current on County policies and procedures, and federal and state laws to ensure that the County is in compliance at all times.
41. Knowledgeable in all civil papers and affidavits to include reading, explanation, service and follow up.
42. Write up an effective probable cause before detainment of individual and for search warrants.
43. Supervise, train, assist and oversee Property Assistant and Evidence Coordinator.
44. Assist division heads in preparing yearly budgets.
45. Prepare requests for bid proposal specifications for items purchased in accordance with state and local laws.
46. Maintain inventory of all Sheriff ' s Office property in excess of \$5,000.00 unit value and any item deemed necessary to inventory. This inventory is subject to audit by the Sheriff ' s Office administration and state auditor at any point in time.
47. Oversees and edits all annual budget requests of items in inventory, as well as equipment and supplies used by the property/evidence division and monitors expenditures throughout the year.
48. Coordinates sale of surplus Sheriff ' s Office property by public auction or sealed bids in accordance with state laws and county policies.
49. Prepares for and presents official testimony concerning the chain of evidence for all local, state and federal courts when subpoenaed.
50. Acts as liaison between the Sheriff ' s Office and vendors/suppliers.
51. Responsible for the maintenance and repair of Sheriff ' s Office vehicle fleet.
52. Prepares annual employee evaluations and counsels employees when necessary concerning job performance.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises the Property Assistant and Evidence Coordinator, as well as occasional part-time employees. Carries out supervisory responsibilities in accordance with the County's policies and applicable laws. Responsibilities include interviewing, making recommendations for hiring, training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Bachelor's degree in Computer Science and/or training or equivalent combination of education and experience is required. The incumbent should have five years previous experience in computer network design. Knowledge of network software, including but not limited to Novell NetWare, Windows NT Server and BackOffice Suite, Internet functionality, application software, Microsoft Office Professional, Corel Office Professional, and general programming knowledge. Completion of jail standards certification training course (32 hours) and state certification through the Arkansas Law Enforcement Academy (480 hours); and annual firearms including pistol and shotgun qualification. In-depth knowledge of law enforcement, jail operations, civil process, prisoner transporting, court systems, basic first aid, CPR, and protection from blood-related and/or other viruses, County policies and procedures, federal and state laws. Self-defense and physical constraint procedures are also required, completion of the Instructor's Certification Course (40 hours) as well as Field Training Officer Certification Course (32 hours) are mandatory.

**OTHER SKILLS and ABILITIES:**

Problem-solving and research abilities are required by the incumbent. Communication and personal relation skills are very important for this position, as the incumbent must interface with the network users, technicians, and vendors. The incumbent should be knowledgeable in diagnostic and troubleshooting alternatives and network wiring. Other skills required are typing skills, computer skills, mathematical skills, and logical thinking skills. Also, this person may be required to work flexible shifts, e.g. irregular hours, nights, weekends, etc., as installations and maintenance may be performed during non-operational hours.

The individual in this position must be familiar with and operate the AFIS (Automated Fingerprint Identification System), which requires extensive training and must be licensed to operate the ACIC (Arkansas Crime Information Center) and the NCIC (National Crime Information Center).

Must not have a criminal record of any kind and before selection into this position, must be able to withstand a complete background investigation, polygraph examination and credit history and in the addition, must complete a physical and mental evaluation as part of the employment requirements within the first thirty days after hiring date.

The incumbent must able to perform all of the following as well as supervise others in the following: physical and mental stamina to fire weapons, must possess the ability to communicate effectively both orally and written often under adverse conditions; possess good judgement; good powers of observation and memory and the ability to train others in the apprehension and detention of felons. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of county, state, and federal laws making decisions and taking action quickly. Must be able to react quickly and efficiently in all emergencies, natural or man-caused disasters. The incumbent also should be able to effectively operate a breath analyzer, calculator, PC computer, AFIS computer, radio and typewriter. Must possess a valid Arkansas Driver's License.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, drive vehicles, use hands to finger, handle or feel objects or controls, reach with hands and arms; talk or hear; and taste or smell. The employee is readily required to climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in outside weather conditions. The employee occasionally works in high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, risk of radiation, and vibration.

The noise level in the typical work environment is moderate to loud.