



Washington County Sheriff's Office

Hagerstown, MD

JOB DESCRIPTION

TITLE: PUBLIC SAFETY IT SPECIALIST - SHERIFF

JOB OBJECTIVES:

The Public Safety IT Specialist – Sheriff reports to and assists the Public Safety Systems Manager (PSSM) in maintaining all computers, peripherals, mobile data units and software related programs currently utilized by the Washington County Sheriff's Office.

CHARACTERISTICS OF THE ASSIGNMENT:

Employee would be primarily responsible for the physical installation of mobile data as well as making repairs on departmental computer equipment/software systems in Detention Center. He/she will also be responsible for the installation and maintenance of other computer hardware/software equipment throughout the Sheriff's Office. Other duties may include the training of Sheriff's Office sworn and non-sworn staff to familiarize them with new computer equipment and software programs. He/she will also work in concert with the Public Safety Systems Manager to maintain the inventory of computer hardware/software equipment entrusted to the Sheriff's Office. Additionally, he/she may make recommendations about new hardware/software programs that become available to increase the effectiveness and efficiency of the Sheriff's Dept. operation.

ESSENTIAL DUTIES, RESPONSIBILITIES, AND TASKS:

These tasks intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

The Sheriff Office reserves the right to amend or deviate from this job description if, in his opinion, it is in the best interest of the Sheriff's Office.

1. Install/maintain/configure/setup both software and hardware of Sheriff's Office desktop and Mobile Data Terminals (MDT), to include laptops, virtual stations and all peripherals and accessories (Monitors/Printers/Scanners/FAX/GPS/LPR/External drives/Batteries). The use of hand and power tools is utilized in these tasks.

2. Work closely with Washington County IT staff to maintain and trouble shoot network problems, domain computers, switches, telephones, access points, cameras, printers and FAX machines. Install (Run) internet cabling throughout the Sheriff's Office complex, terminate and test. Test cabling and connections with diagnostic equipment. Install/troubleshoot VOIP telephones at various locations throughout the Sheriff's Office complex.
3. Create software "Images" and then install those "Images" to numerous production use computers for field use. Coordinate hardware repairs for servers, individual workstations, and mobile data units when necessary repairs exceed capabilities of Sheriff's Office and County I.T. staff.
4. Deploy and maintain NCIC computers, configure and troubleshoot. Work with the site security manager when NCIC issues occur. This task spans many agencies like the States Attorney Office, ECC, NTF, Jail as well as Patrol.
5. Formulating non-standard reports in the Sheriff's Office Records Management System.
6. Entering/updating geobase file in Patrol Computer Aided Dispatch system, as needed.
7. Ensuring all Sheriff's Office computer systems operate at peak efficiency. Install/maintain battery backup (UPS) devices on all critical Sheriff's office equipment. Ensure operating systems AND anti-virus software is up to date.
8. Assist Sheriff's Office personnel with training and/or problem solving, including operating systems, applications, and hardware failures.
9. Successfully completing any training required on Sheriff's Office computer systems and/or applications.
10. Available for trouble shooting and/or repairing major hardware/application failures outside of regular business hours when necessary. This Sheriff's Office is a continuous public safety service operation that deploys and relies on Mobile Data Computers. At times, solutions to problems require innovative thinking. Examples may range from remote access to the devices in the field or having deputies bring the equipment to the support provider.
11. Occasionally serve as liaison between Sheriff's Office personnel and Washington County Information Technologies Department personnel
12. Occasionally serve as a liaison between our agency and the various software vendors currently contracted by the Sheriff's Office.

13. The ability to work in different environmental conditions due to exposure to weather is required while working on fleet vehicles (cars, trucks, special response units, etc.)
14. Work closely with Sheriff's Office vehicle and building maintenance staff to coordinate repairs to vehicles, and infrastructure where IT staff may be helpful.
15. Reset user passwords utilizing Microsoft Active Directory.
16. Initiate new users/employees setup information to allow access to PowerDMS, Keystone Client, and Police Mobile and Keystone Web Client.
17. Other duties not mentioned for the good of the proper/smooth functioning of the Washington County Sheriff's Office. EG: Preparing for sale/auction outdated and unused equipment.
18. Work closely with Dell (our primary computer provider) to arrange for warranty repair of equipment.
19. Work closely with AT&T/FirstNet to maintain cellular connectivity for mobile data devices, (and cellular telephones), install/activate SIM cards, and initiate trouble tickets when cellular network issues arise.
20. Work closely with Maryland State Police, Keystone Public Safety, and other software providers to ensure smooth functioning of software platforms installed on our system. Initiate trouble tickets and then using the suggestions/fix provided by the vendor to correct a software glitch.
21. Order purchase IT equipment from vendors/suppliers and provide specs for new high dollar equipment to Washington County IT staff for purchasing.
22. Maintain Detention Center video visitation hardware (Renovo), troubleshoot problems with Cactas (Jail Commissary), IC Solutions (Inmate Calling Solutions).
23. Install/maintain various video surveillance hardware/software platforms and DVR/NVR devices throughout the complex.

MINIMUM REQUIREMENTS:

This position is assigned to and supervised by the Washington County Sheriff's Office with input from the County's Information Technologies Department.

1. Although hours of work for this position are primarily Mon.-Friday during the daytime, it may be necessary for the employee to work an occasional weekend day or night time assignment

2. This position requires the individual to be available 24/7 and be in a position to answer to an occasional email, text or phone call from other members of the Sheriff's Office staff.
3. Possess a working knowledge or ability to obtain a working knowledge of all Microsoft operating systems
4. Possess a working knowledge or ability to obtain a working knowledge of various software applications
5. Possess a working knowledge or ability to obtain a working knowledge of hardware configuration
6. Possess a working knowledge or ability to obtain a working knowledge of troubleshooting hardware failures.
7. Possession of a valid driver's license is required.

DESIRABLE QUALIFICATIONS:

1. Any combination of education and experience equivalent to graduation from an accredited college or professional school(s) with major course work listed above in the "Essential Duties, Responsibilities and Tasks"
2. Microsoft Certified Systems Engineer or equivalent training/certification. (COMPTIA Certification)
3. Extensive knowledge of Law Enforcement/Correctional RMS Systems.

1. NECESSARY SKILLS AND ABILITIES:

2. Ability to install and remove Mobile Data Systems from fleet vehicles.
3. Possess the mechanical skills to diagnose and troubleshoot vehicle electrical systems as they are related to the police fleet with mobile data installation.
4. Ability to maintain basic filing and inventory systems.
5. Requires knowledge of current computer technology.
6. Ability to utilize diagnostic equipment necessary to make repairs on computer hardware.
7. Ability to occasionally lift heavy objects, in excess of 50 lbs.
8. Ability to complete related tasks as assigned by higher authority.

9. Ability to address small and large groups of deputies or civilian staff for training purposes.
10. Ability to adjust the normal daylight shift work to evening or midnight shift to accomplish operational readiness goals.
11. Ability to know and understand the Microsoft operating systems currently deployed in the Washington County Sheriff's Office. (Windows Versions)
12. Ability to use basic hand and power tools to install equipment in vehicles.
13. Must have a basic understanding of DC power systems and their associated wiring. EG: Automobile electrical systems.

PHYSICAL REQUIREMENTS:

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of diagnostic equipment, office related equipment (personal computer, calculator, copier, and fax machine). Physical requirements will also include occasional standing, walking, moving, climbing, bending, kneeling, crawling, or reaching. The employee may also be required to carry, lift, or handle packages or equipment in excess of 50 lbs.