



Charles County Sheriff's Office



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

TECHNICAL SUPPORT SPECIALIST I

Division:	Information Technology
Section:	None
Pay Grade:	113
FLSA Status:	Non-Exempt
Classification:	Full-Time
Updated On:	December 2023

JOB SUMMARY

This **critical** position involves work relating to the use of personal computers and related equipment by employees of the Charles County Sheriff's Office. The employee receives supervision from, and reports directly to, the **Technical Support Manager**.

ESSENTIAL JOB FUNCTIONS

- Performs the installing, maintaining, troubleshooting, repairing or arranging for repair of PCs and peripherals.
- Responds to needs and questions of PC users relating to issues involving hardware and software.
- Assists the Technical Support Manager in the analysis of user support issues and preventative maintenance policies.
- Assists in the maintenance of an accurate inventory of PC hardware, software, peripherals, and all licenses involved.
- Provides and assures effective, accurate, and timely processing of work relating to Technical Support operations.
- Maintains, repairs and replaces agency desktop equipment to include computers, printer, monitors, laptops, projectors, televisions, UPS', cameras, and tablets, as well as software related to the functionality of those systems.
- Resolves Technical Support issues, and interact with users, through the Web Help Desk Application.
- Assumes the responsibility for the Criminal Justice Information System (CJIS) scheduling, training, and certification for Agency personnel and serve as the Terminal Agency Coordinator (TAC), Alternate TAC, LASO, SSC, or Agency Coordinator if

- appointed by the Technical Support Manager.
- Maintains complete control over the entire NCIC/Meters computer system within the Organization. In the TAC's absence, the Alternate TAC will maintain these duties.
- Performs projects assigned by the Technical Support Manager.
- Attends training sessions and other meetings, as required.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree in computer Science or related field. Two (2) years of experience in support of micro-computers and advanced knowledge of various operating systems used with PCs.

Licenses or Certifications:

- Must possess a valid driver's license.

Special Requirements/Qualifications:

- An A+ Certification is desirable.
- Must pass a comprehensive background investigation.
- Must pass random drug screening.
- Must be available for 24-hour emergency call outs regarding Division issues for the Agency and County Emergency Services.
- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must work overtime and work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required.

Knowledge, Skills and Abilities:

- Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP), and other manuals pertinent to the assigned job classification.
- Knowledge of communications software, word processing, spreadsheets, and database software.
- Knowledge of the public safety environment to include police, fire, and emergency services.
- Knowledge of PCs and peripheral hardware to include personal computer components, printers, scanners, etc.
- Knowledge of PC based operating systems.
- Knowledge of network technologies, hardware, and software.
- Knowledge of PC software applications pertaining to installation and setup.
- Knowledge of federal and state laws pertaining to confidentiality of information.
- Ability to understand oral and written instructions, to speak effectively and articulately, and to demonstrate good listening skills.
- Must possess effective problem-solving skills, analysis skills, and decision making ability.
- Ability to read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.
- Ability to work as a member of a team, both within the PC Operations Unit and also as a member of the Division.
- Ability to organize and determine priorities of diverse assignments.
- Ability to assimilate information from a variety of resources.
- Ability to analyze, evaluate, and select, often with limited information, the best course of action.

- Ability to learn and apply training provided by the Agency or designated agency.
- Ability to comprehend, and adhere to, at all times, Agency policies, procedures, rules and regulations.
- Ability to comprehend and retain old and new information, received both orally and in writing.
- Ability to communicate effectively and coherently with other Agency personnel and the public, either in person or by telephone, through radio communications or computer network.
- Ability to maintain professional decorum at all times.
- Ability to function in a structured organization with strict rules of conduct.
- Ability to maintain effective working relationships with coworkers and supervisors.
- Ability to appropriately accept supervision, criticism, and evaluation.
- Ability to maintain sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- Ability to perform physical activity to accomplish tasks related to installation, maintenance, relocation, and storage of cables, computers, printers, and related equipment.
- Ability to comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.

PHYSICAL DEMANDS

Some work is performed in an office setting with periods of sitting for extended periods of time. Some work involves physical activity to accomplish tasks related to installation, maintenance, relocation and storage of PC's, laptops, printers, fax machines, and peripherals. Must be able to read computer screens and be able to distinguish colors; safely lift and carry up to 50 pounds; manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

WORK ENVIRONMENT

Work is performed in an office setting with frequent interruptions.