



# 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.

## NETWORK SPECIALIST III

**Division:** Information Technology  
**Section:** None  
**Pay Grade:** 116  
**FLSA Status:** Non-Exempt  
**Classification:** Full-Time  
**Updated On:** December 2023

### JOB SUMMARY

This **critical** position involves analyzing user requirements, procedures, troubleshooting problems, and implementing new infrastructure related to all Agency server applications and network services, including but not limited to application maintenance and support, network/VOIP infrastructure, and network security. The employee receives supervision from, and reports directly to, the **Systems Operations Manager, Information Technology Division**.

### ESSENTIAL JOB FUNCTIONS

- Provides and assures effective, accurate, and timely procession of work relating to systems and network operations.
- Evaluates and tests vendor-supplied software packages, to determine compatibility with existing systems, ease of use and if software meets user needs.
- Maintains and tests server systems to determine criticality of component loss.
- Manages and monitors the Agency's critical virtual network infrastructure.
- Implements network architecture according to Agency goals and specifications.
- Implements and maintains high availability network and server infrastructure, for use in case of a network outage.
- Assists all issues regarding the Voice over IP Network (VOIP) phone system including the configuration and maintenance of voice mail and billing verifications.
- Maintains and supports Panasonic Arbitrator server applications and related infrastructure.
- Maintains and supports i-Pro body-worn cameras and Genetec Clearance digital evidence management system.

- Maintains and supports Agency wireless networks.
- Maintains and supports Exchange Online email system.
- Maintains and supports Microsoft 365 Identity Management and applications such as Teams and SharePoint.
- Assists the Systems Operations Manager with after-hours support.
- Assists the Systems Operations Manager with developing timelines and specifications for hardware and software upgrades/enhancements according to the replacement lifecycles.
- Troubleshoots and takes appropriate action to diagnose and resolve application, systems, network, and/or telecommunications problems.
- Assists with the support of the Agency's CAD/RMS system and all Windows-based service applications that interface with it.
- Assists with providing hardware and software platforms for application development and implementation.
- Monitors and updates network security appliances, as needed. Including but not limited to firewalls, content filters, packet inspections devices.
- Posts entry forms for the Intranet and the Agency website as required.
- Plans, develops, troubleshoots, tests, and documents Agency network configuration, interacting with vendors/consultants for network security and reliability.
- Assembles and configures network infrastructure including assembly of network hardware and software programs, and provide assistance to the Director, Information Technology Division.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Installs, upgrades and configures network printing, directory structures, rights, security, software, and file services.
- Provides network technical support to users and respond to needs and questions of users concerning access to network resources.
- Establishes network users, user environments, directories, and security for networks being installed.
- Manages servers and server based applications.
- Maintains and troubleshoot the Agency's email servers.
- Works with assigned staff in developing solutions to daily schedule problems and make recommendations regarding modification of procedures.
- Assists in software systems administration.
- Resets network passwords, as needed.
- Performs periodic security audits.
- Analyzes and evaluates existing or proposed systems and design or research computer systems to process user data, considering software specifications and input/output requirements.
- Prepares and updates documentation for new or existing systems.
- Monitors system effectiveness in satisfying user needs.
- Prepares management reports and ad-hoc data requests for Agency personnel, as directed.
- Assists in the support of the Help Desk.
- Assists in the tracking of IT work orders.
- Assists in the preparation of the Division Strategic Management Goals and Objectives.
- Assists in Division related Project Management efforts.
- Assists in the provision of after-hours support.
- Responsible for projects assigned by the System Operations Manager and the Director, Information Technology Division.
- Attends training sessions and other meetings, as required.

- Ensures the availability, integrity, and confidentiality of the Agency's data, network, and communications infrastructure.
- Responds to a network, server, or critical core service outage in the agency.
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Bachelor's degree in computer science, information systems, or related field. Five (5) years of experience in support of Network Infrastructure, Server Infrastructure and advanced knowledge of various operating systems with emphasis on Windows Server, VMWare.

### **Licenses or Certifications:**

- Must possess a valid driver's license.

### **Special Requirements/Qualifications:**

- 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.

The following certificates are recommended but not required:

- CompTIA Security +
- CompTIA Network+
- CompTIA Server+
- CCNA
- CCNP Enterprise ENARSI

### **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 the critical nature of data entry procedures and the various functions in the Agency.
- Knowledge of the different reference files used in data entry procedures.
- 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 federal and state laws pertaining to confidentiality of information.
- Knowledge of the virtual/cloud networking concepts and design.
- Knowledge of server architecture including but not limited to Windows and Linux based platforms.
- Knowledge of multi-layer architecture, operations, designs and sustainability.
- Ability to plan, organize and effectively present ideas and concepts to a group.
- Ability to possess effective problem-solving ability, analysis skills, and decision-making ability.

- Ability to possess a thorough understanding of all data entry needs and develop long-range plans to resolve problems.
- Ability to read, write, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.
- Ability to communicate effectively and coherently with Agency personnel and the public, either in person, on the telephone, by written report or memorandum, or through computer network.
- Ability to understand oral and written instructions, to speak effectively and articulately, and to demonstrate good listening skills.
- 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 safely lift and carry up to 50 pounds.
- Ability to operate well in a team environment.
- Ability to communicate effectively and coherently with other Agency personnel and the public, either in person or by the telephone, through radio communications or computer network.
- Ability to enter and retrieve data from a variety of computer systems.
- 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 perform physical activity to accomplish tasks related to installation, maintenance, relocation, and storage of cables, computers, printers, and related equipment.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- 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 servers, network switches/routers, telephones, and cables. Must be able to read computer screens and be able to distinguish colors; 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.

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Employee Name (Print)	Signature	ID#	Date
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Witness Name (Print)	Signature	ID#	Date
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