

Polk County Sheriff's Office Job Description
1722 IT Data Support Specialist Lead
January 5, 2010

Position Concept:

The IT Data Support Specialist Lead is responsible for maintaining, coordinating and keeping accurate data files for members of the Sheriff's Office. The major responsibilities include acting as a customer liaison, technical issue resolution, data file maintenance and project management. The member performs technical, training and administrative duties and tasks specific to the position.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The IT Data Support Specialist Lead may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

Essential Functions:

- Perform file maintenance duties
- Act as IT liaison to agency end users
- Assist with operation of software
- Maintain reference files
- Offer ad hoc reporting software support
- Perform project management
- Formulate standards and procedures
- Assist members on off hours with software
- Assist IT members
- Evaluate processes and procedures
- Develop solutions/alternative methods
- Ensure successful function of projects
- Liaison with technical/vendor support
- Troubleshoot/assist agencies with software and database issues

Education, Professional Certification or License:

- Two (2) year degree from an accredited college or university in Computer Science or related technical field preferred
- A comparable amount of training may be substituted
- Valid Florida driver's license

Professional Experience:

- Two (2) years experience in hands-on operation of complex software systems as well as their maintenance and database updates

Status: Civilian Sworn Certified

Blood and Viral Pathogen Risk: Minimal Risk Foreseeable Risk

Environmental Conditions:

- Work performed mainly in an office setting with normal level of stress
- Works near high voltage electrical system

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Required Skills and Knowledge:

Knowledge of:

- PCSO policy and procedures
- Complex agency technical systems
- Database technology
- Ad hoc reporting software
- Personal computer operating system
- Resource Management
- PCSO law enforcement systems
- File and database standards
- Internet searches
- Microsoft Office
- Computer equipment and peripherals
- Various software
- Understanding of Laptop technology
- Software installation

Ability to:

- Comprehend software programs
- Operate office equipment
- Maintain effective working relationships
- Read and write English
- Operate motor vehicle
- Operate audio/visual equipment

Skills:

- Computer
- Analysis
- Problem solving
- Telephone
- Keyboarding
- Basic English grammar
- Interpersonal
- Communication
- Mechanical
- Instructor
- Organizational
- Research
- Investigative
- Basic mathematical

Physical Requirements:

- Sit for long periods
- Stand for long periods
- See at a normal range or with accommodation
- Hear at a normal level or with accommodation
- Speak English understandably
- Bend/squat
- Crawl
- Climb
- Lift/drag/carry 40 lbs.
- Manual dexterity
- Ambulate independently