NASSAU COUNTY SHERIFF'S OFFICE
IT-SYSTEMS TECHNICIAN

Position Concept:

      The Information Technology (I T) System Technician is responsible for assisting and coordinating services for employees of the Nassau County Sheriff's Office. The Systems Technician performs operation and technical duties and tasks requiring comprehensive knowledge of computer programs, systems and equipment utilized by the Information Technology section of the Sheriff's Office; installation and repair of mini and mainframe peripheral equipment; and, performs 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 Information Technology (I T) System Technician 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:

- Assist users; Train equipment users
- Maintain knowledge of software programs
- Maintain reference files / records
- Prepare purchase order requests
- Distribute operation instructions
- Perform software diagnostics
- Maintain repair logs
- Troubleshoot / maintain system(s) / hardware
- Identify areas needing upgrades
- Perform data file backup
- Maintain peripherals
- Assist with operation of software
- Install equipment / software
- Maintain equipment inventory
- Maintain network files
- Monitor system performance / efficiency
- Repair laptop computers
- Fabricate & Install data cables and connectors
- Install / Remove / Relocate equipment
- Repair equipment / data communications / computer terminals
- Test programs

Note: The omission of a specific duty does not preclude management from assigning duties not listed herein if such duties are a logical assignment to the position

Status: [X] Civilian   [ ] Sworn   [ ] Certified   [ ] Exempt
Blood and Viral Pathogen Risk: [X] Minimal Risk   [ ] Foreseeable Risk

Education, Professional Certification or License:

    • ☐Two (2) year degree from an accredited college or university, or 1-3 years' of experience accompanied by either a CompTIA A+ or CompTIA Network+ certification.

Professional Experience:

    • ☐Minimum 1-3 years experience in hands-on operation and repair of systems, mainframe computers, laptop computers, data processing and computer equipment, word processing software, telephone systems and peripherals.

Environmental Conditions:
- Works primarily in an office environment under varying degrees of stressful conditions
- May require some exposure to inclement weather, temperature extremes
- May work around potentially dangerous high voltage lines / electrical system
- Work may require physical acts of strength and endurance / agility
- May, at times, be exposed to loud noise   • Work may, at times, place physical stress on   fingers-wrists
- Work Schedule Monday - Friday; **On Call, 24 / 7**

Required Skills and Knowledge:

Knowledge of:
- NCSO's Operational Directives   • NCSO's Computer Operating Systems / Network
- Resources   • Current System(s) Configuration   □• Electronic Data Processing Equipment
- Security Codes   • Operation of Telecommunications Systems   • □ P.C. Operating System
- Specialized Office supplies / Equipment   • Microsoft Word   •□ various software
- NCSO Employees and Locations   • All phases of Computers / Electronics / Communications
- Standard / Electrical tools; Test equipment and their proper usages   • Internet and Searches
- Recording Equipment and Tapes   • Mechanics of Equipment   • Adult learning process
- Standard issued equipment   • Emergency Operations and Procedures   • Inventory
- Stress management techniques   • Appropriate forms; Filing system

Ability to:
- Remain calm / Concentrate & function under stress   • Perform multiple tasks at once
- Speak, read and write English   • Concentrate; Organize thoughts   • Maintain Records
- Follow instructions   • Work independently   • Reason logically   • Research
- Operate a computer; office equipment; audio / visual equipment   • Respond to inquiries
- Plan / manage complex tasks   • Compile data, prepare reports   • Inspect / Identify Problems
- Use tools   • Comprehend software programs   • Implement instructional techniques
- Adapt equipment   • Comprehend questions   • Operate a motor vehicle
- Use discretion / confidentiality□

Skills:
- Motivational   • Decision-making   • Organizational   • Complex Problem Solving
- Scheduling   • Interpersonal   • Analytical   • Technical   • Observation   • Instructor
- Diagnostic   • Mechanical   • Electronic   • Computer Repair   • Data Communication
- Radio   • Telephone   • Investigative   • Stress management   • Basic English grammar
- Basic mathematical   • Reading comprehension   • Record keeping   • Keyboarding

Physical Requirements:
- Speak, read and write English understandably
- Accurately read, write and articulate numbers
- Manual dexterity; Agility
- Recognize colors
- Climb / stoop / bend / squat / kneel / reach / crawl
- Walk at a moderate / fast pace
- See at normal range (or with accommodation)
- Mental alertness
- Ambulate independently
- Sit for long periods
- Stand for long periods
- Lift / drag / carry <100 lbs.
- Climb stairs
- Sense of smell; Tolerate strong Odors

• Hear at normal level (or with accommodation) • Step up / down a 4 - 5 inch street curb

Reasonable accommodation(s) will be made for otherwise qualified individuals with a disability.

Rate of Pay:

- Starting Annual Salary $44,910.63
- Hourly rate $21.59
- Longevity Pay $250.00 per year of service with NCSO as of 09/30 (Yearly Budget Approval)

Benefits:

- Health
- Dental
- Vision
- Life
- Long Term Disability
- Paid Time Off
- Florida Retirement System (FRS)

The Nassau County Sheriff's Office
is an Equal Opportunity Employer and a Drug Free Workplace.