HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Information Technology Manager

Job Code: U8745
Pay Grade: UK
Pay Scale: $110,393.08-$165,589.62 Annually
Exempt: Yes

OVERVIEW

Oversee staff, systems, and services to ensure reliable, efficient, and secure delivery of technology operations and support across the agency.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide leadership and guidance to direct the activities of subordinates; assign, monitor, and review work; evaluate performance and initiate corrective action as needed, including termination; assess staffing needs and assist in the selection of new staff.
- Work collaboratively with cross-functional teams to ensure efficient communication and service delivery. Interpret, explain, and ensure compliance with program requirements, regulations, and procedures.
- Determine funding requirements, prepare budget requests, monitor the status of allocated funds, and control expenses.
- Manage the implementation and administration of information systems and equipment in alignment with organizational policies and goals.
- Plan, manage, and oversee Information Technology (IT) projects to ensure they are completed on schedule, within budget, and in compliance with applicable standards.
- Evaluate IT systems, prepare reports and recommend enhancements to improve performance, reliability, and efficiency.
- Establish and maintain policies, procedures, and service standards to support consistent and effective IT operations.
- Monitor system performance, identify issues, and ensure timely resolution.
- Business Integration:
- Ensure effective execution of IT infrastructure projects throughout HCSO facilities, including tracking all phases of IT projects, ensuring adherence to established project workflow processes, and managing workload distribution.
- Ensure accurate maintenance of location and mapping data and direct the development and management of location-based systems and applications, including processes for maintaining data used in Computer-Aided Dispatch (CAD) and Mobile Data Terminal (MDT) systems, as well as internal and public web mapping tools.
- Business Support:
- Oversee procurement, delivery, storage, and tracking of hardware, software, and IT services, ensuring compliance with procedures and directives.
- Manage procurement documentation and processes, including quotes, contracts, requisitions, and related records; supervise staff supporting business application systems.
- Field Support:
- Ensure effective technical assistance and asset management of Sheriff's Office equipment, software, and related services.
- Oversee the full lifecycle of hardware and software, including purchasing, setup, installation,

maintenance, removal, inventory tracking, and disposal preparation.
- Help Desk:
- Lead staff in delivering first-line technical support and guidance to end users, ensuring escalated issues are resolved promptly and customer service remains high.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Working knowledge of IT systems, infrastructure, and emerging technologies.
- Working knowledge of enterprise applications, databases, operating systems, and network infrastructure.
- Knowledge of quality assurance and testing processes to ensure software quality.
- Ability to diagnose and resolve complex software issues efficiently.
- Ability to effectively collaborate with team members and stakeholders.
- Ability to collaborate effectively with cross-functional teams and stakeholders.
- Ability to plan, prioritize, and manage multiple projects simultaneously.
- Ability to effectively motivate, mentor, and coach team members to enhance their skills and professional growth.

SKILLS

- Employee Supervision
- Project Management Oversight
- Information Technology (IT) Administration
- Team Supervision
- Information Technology (IT) Projects
- Information Technology Operations

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Seven years of progressively responsible experience in IT, including areas such as IT project management, hardware and software lifecycle oversight, service delivery, procurement, system administration, or user support.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Six years of progressively responsible experience in IT, including areas such as IT project management, hardware and software lifecycle oversight, service delivery, procurement, system administration, or user support.

OR

- A bachelor’s degree from an accredited institution of higher education in a technical field.
- Five years of progressively responsible experience in IT, including areas such as IT project management, hardware and software lifecycle oversight, service delivery, procurement,

system administration, or user support.

OR

- Four years of experience in a Hillsborough County Sheriff's Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Experience with public safety and/or law enforcement environments.
- Experience with planning, prioritizing, and managing projects.
- Experience in leading the adoption of new technologies and processes within a team.
- Business Integration and Business Support:
- Experience with cloud-based technologies and services, such as Azure and Microsoft .Net C#.
- Experience with testing environments (e.g., unit, functional, integration, regression, and acceptance testing).
- Experience with GIS applications.
- Working knowledge of report development.
- Working knowledge of Python.
- Knowledge of disaster recovery planning and execution.
- Knowledge of server hardware and capacity planning within virtual environments.
- Field Support:
- Experience with ticketing systems and asset tracking.
- Help Desk:
- ITIL Foundation certification.