HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Senior Technical Field Support Specialist

Job Code: U8751
Pay Grade: UC
Pay Scale: $25.13-$37.69 Hourly
Exempt: No

OVERVIEW

Provide advanced technical support and subject matter expertise in resolving complex hardware, software, and network issues.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Provide Tier 3 troubleshooting for complex desktop hardware and application issues.
- Design, configure, and support enterprise desktop and laptop environments, including Windows and macOS operating systems, surveillance cameras, and printer administration.
- Develop, maintain, and optimize endpoint management solutions (e.g., MDT, Workspace One).
- Create and manage system images, application packaging, and automated software deployments.
- Provide advanced troubleshooting and root cause analysis for complex desktop, application, and performance issues.
- Recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Collaborate with IT teams to test and support business applications by offering feedback on usability and functionality.
- Perform basic network administration tasks and collaborate with network administrators to ensure efficient operation end-users computing environment.
- Partner with the IT Security team to ensure proper endpoint protection, patching, and compliance.
- Research and recommend emerging technologies to improve efficiency, scalability, and user experience.
- Collaborate with network administrators to ensure efficient operation of the agency's end-user computing environment.
- Develop documentation, knowledge base articles, and standard operating procedures for technical support processes and user education.
- Use system tools and established workflows to track tasks, manage time, and ensure timely updates on support activities.
- Monitor a ticket queue to ensure issues are being resolved in a timely fashion.
- Provide mentorship to section members and overall guidance as needed to division members.
- Continuously expand technical expertise through knowledge bases, collaboration, and ongoing certification efforts.
- Travel to remote locations to deliver, install, retrieve, or troubleshoot equipment.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Advanced knowledge of network and desktop operating systems, including Microsoft Windows and macOS.
- Advanced knowledge of software application installation, configuration, operation, and testing.
- Advanced knowledge of computer peripherals, including printers, scanners, signature pads, and related devices.
- Strong knowledge of Windows operating system deployment, troubleshooting, and lifecycle management.
- Strong knowledge of networking fundamentals, including TCP/IP, DNS, DHCP, and VPN technologies.
- Working knowledge of virtualization technologies (e.g., VMware, Citrix) and endpoint security solutions.
- Ability to diagnose and resolve complex technical issues.
- Ability to create, package, and deploy software applications.
- Ability to operate network component analyzers, scanners, and testing equipment.
- Ability to utilize PowerShell or other scripting languages to support automation and system administration tasks.
- Ability to assist with deployment, repair, and lifecycle replacement of end-user equipment.
- Ability to assist with disposal of end-of-life, inoperable, or upgraded technology equipment.
- Ability to maintain and update asset information within asset management and related systems.
- Ability to collaborate with infrastructure and cross-functional teams to resolve technical issues.
- Ability to coordinate activities among vendors and agency staff.
- Ability to develop, edit, and review technical documentation.
- Ability to communicate technical information effectively to non-technical users.
- Ability to prioritize and execute multiple tasks while maintaining professionalism and a high level of customer service.

SKILLS

- End User Support
- Hardware Installations
- Onsite Support
- Product Technical Support
- Technical Troubleshooting

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).
- May be required to drive a Sheriff’s Office-issued vehicle (e.g., car, full-size van, full-size pickup truck) to travel to remote sites.
- 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.
- Six years of troubleshooting complex hardware and software issues, basic scripting, assisting

with network connectivity, basic systems management, or supporting end users and team members.

OR

- An associate's degree or higher from an accredited institution of higher education in a technical field.
- Four years of troubleshooting complex hardware and software issues, basic scripting, assisting with network connectivity, basic systems management, or supporting end users and team members.

OR

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

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

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

- An associate's degree from an accredited institution of higher education in a technical field.
- A valid technical certification (e.g., CompTIA Network+ or Microsoft MD-102).
- Four years of concurrent paid work experience (within the last two years) in an advanced technical support role.
- Experience with PowerShell or other scripting languages for automation.