HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Senior Information Technology Manager

Job Code: U8817
Pay Grade: UM
Pay Scale: $134,792.72-$202,189.07 Annually
Exempt: Yes

OVERVIEW

Provide senior leadership and oversight of technology operations, ensuring effective management of staff, systems, and services to support organizational goals.

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.
- Oversee and provide strategic direction for complex Information Technology (IT) projects, ensuring alignment with organizational priorities, timelines, budgets, and standards.
- Lead the evaluation of enterprise-wide IT system; review findings and guide high-level recommendations to enhance performance, reliability, and scalability.
- Develop, implement, and enforce department-wide IT policies, procedures, and service standards to promote consistency and operational excellence.
- Oversee system performance across functional areas; anticipate and address high-impact issues to ensure continuity of critical IT services.
- Application Administration:
- Manage third-party applications, servers, and/or databases to meet evolving business needs.
- Provide system and database administration for in-house developed applications.
- Criminal Justice Systems:
- Direct the evaluation, selection, and implementation of law enforcement technologies.
- Provide the analysis, review, selection, and implementation of new projects involving computer hardware, software, network, and communications-related technologies specifically utilized in the criminal justice environment.
- Development:
- Design and implement custom software solutions tailored to internal operational requirements.
- Maintain, enhance, and troubleshoot in-house and third-party applications to meet business needs.
- Infrastructure:
- Coordinate the planning and maintenance of physical infrastructure environments, including cabling, wireless networks, and environmental controls (e.g., air conditioning and power) for IT systems, ensuring optimal organization and operational readiness of data centers, technology closets, and server rooms.
- Manage infrastructure continuity plans, including backup power systems and hardware lifecycle planning.

- Security:
- Lead cybersecurity efforts, including risk mitigation planning and the implementation of privacy protections across IT systems.
- Work collaboratively with cross-functional teams to ensure efficient communication and serve as the primary liaison for the organization's security vision.
- Coordinate internal audits and compliance reviews while promoting cybersecurity awareness through training programs, simulations, and targeted communication.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Strong technical knowledge of IT systems, infrastructure, and emerging technologies.
- Strong technical knowledge of enterprise applications, databases, operating systems, and network infrastructure.
- Strong working knowledge of Workday environment.
- Strong technical knowledge of email protection and processing.
- Strong knowledge of T-SQL for writing queries.
- Applicable knowledge of regulatory requirements covering the organization. (HIPAA, CJISSECPOL, PCI-DSS, GLBA, and Florida "Sunshine" laws).
- 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

- Information Security
- Information Technology Operations
- Cyber Threat Prevention
- System Administration
- Information Technology (IT) Administration
- Project Management Oversight
- Employee Supervision
- Technology Services
- Information Technology (IT) Projects
- Security Technologies

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.
- Nine years of progressively responsible experience in Information Technology across areas such as infrastructure, cybersecurity, information security, digital forensics, application development and administration, criminal justice systems, enterprise system management,

compliance/investigations, or related functions, with at least three years in a supervisory, project lead, or management role.

OR

- An associate degree from an accredited institution of higher education in Information Technology, Computer Science, Management Information Systems, or a closely related field.
- Eight years of progressively responsible experience in Information Technology across areas such as infrastructure, cybersecurity, information security, digital forensics, application development and administration, criminal justice systems, enterprise system management, compliance/investigations, or related functions, with at least two years in a supervisory, project lead, or management role.

OR

- A bachelor's degree from an accredited institution of higher education in Information Technology, Computer Science, Management Information Systems, or a closely related field.
- Seven years of progressively responsible experience in Information Technology across areas such as infrastructure, cybersecurity, information security, digital forensics, application development and administration, criminal justice systems, enterprise system management, compliance/investigations, or related functions, with at least one year in a supervisory, project lead, or management role.

OR

- A master's degree from an accredited institution of higher education in Information Technology, Computer Science, Management Information Systems, or a closely related field.
- Five years of progressively responsible experience in Information Technology across areas such as infrastructure, cybersecurity, information security, digital forensics, application development and administration, criminal justice systems, enterprise system management, compliance/investigations, or related functions, with at least one year in a supervisory, project lead, or management role.

OR

- Six years of experience in a Hillsborough County Sheriff's Office Information Services Division position, including at least one year in a supervisory, project lead, or management role.
- Employees with four years of progressive ISD experience who hold advanced certifications (e.g., CISSP, GIAC, CCISO, PMP) may substitute certification for up to two years of required experience.

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 cloud-based technologies and services, such as Azure.
- Experience with planning, prioritizing, and managing projects.
- Experience in leading the adoption of new technologies and processes within a team.
- Experience with public safety and/or law enforcement environments.
- Application Administration:
- One or more Workday Pro Certifications
- Working knowledge of Workday report development
- Experience with testing environments (e.g., unit, functional, integration, regression, and acceptance testing)
- Criminal Justice Systems:
- SQL Server Database Administrator experience utilizing SQL 2019+; performing database and user security; performance tuning; maintenance plans, installations, and database backup and restoration
- Infrastructure:
- One or more Microsoft Certified Systems Expert (MCSE) certifications in Data Platform, Business Intelligence, and/or Server Infrastructure
- Knowledge of server hardware and capacity planning within virtual environments
- Knowledge of disaster recovery planning and execution
- Security:
- Certified Information Security Auditor (CISA)
- Certified Risk Management Professional (CRMP)
- Certified Information Privacy Manager (CIPM)
- Project Management Professional-Risk Management Certification (PMP-RMC)
- One or more certifications from GIAC, (ISC)2, and ISACA.