



# IT Support Specialist

DeSoto County Sheriff's Office  
208 East Cypress Street  
Arcadia, Florida 34266

Class Code: 400

Revised 10/27/2021

## **SALARY RANGE: \$38,000.00**

**GENERAL DESCRIPTION OF DUTIES:** The DeSoto County Sheriff's Office is seeking a technically skilled individual, who will work as part of a team to ensure continued operations within the Sheriff's Office, Detention Facility, 911 Call Center and remote sites. The position will include hands-on training in all areas Support Specialist is required to maintain. Solid work ethic and a willingness to learn about technology is expected. Prior knowledge in building/modifying computers is preferred.

The DeSoto County Sheriff's Office affirms and adopts all requirements for employment as set forth in Section 943.13 F.S.

**ATTENDANCE:** Attendance is a mandatory and essential job function. Employees must show up to work and leave work on time. Employees must limit breaks and lunches to the time allotted. Employees are to use annual and sick time in accordance with General Orders, and provide proper notice of leave to management.

### **KNOWLEDGE SKILLS AND ABILITIES:**

- Time management skills.
- Ability to conduct inductive/deductive reasoning.
- Ability to assist with operation software support.
- Ability to assist other I.T. members.
- Ability to evaluate processes and procedures.
- Ability to develop solutions/ alternative methods.
- Ability to provide user assistance.
- Ability to maintain system security.
- Knowledge in troubleshooting hardware.
- Performs software diagnostics, installation and software modification.
- Ability in the fabrication of data cables and connectors.
- Installation and removal of required wiring and cabling equipment for intercom systems, video surveillance systems, computer mounting, mobile video/ audio recording systems and network devices on various types of law enforcement vehicles.
- Knowledge of DCSO General Orders.



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- Knowledge of personnel computer systems and IP based networking.
- Ability to apply the appropriate behaviors in order to accomplish the desired objectives of the agency.
- Ability to express ideas and effectively communicate information.
- Ability to speak before groups, articulate ideas, and effectively communicate the stated objectives in a well-planned, organized, and clear manner.
- Ability to accurately enter and retrieve information from various computer systems and/ or programs in a timely manner.
- Ability to maintain accurate logs, records, and other documentation as required by the position.
- Ability to communicate effectively verbally and in writing.
- Ability to prioritize work.
- Skilled in computer software usage.

### **TASKS:**

- Performs file maintenance.
- Develop solutions under direction of project planner.
- User account creation/deletion following hiring or separation of personnel.
- User permissions management in multiple systems (Microsoft Active Directory/3rd party).
- Assist in building/assembling video solutions for mobile units.
- Assist in installing/configuring CCTV peripherals.
- Assist in cable management/physical server & equipment install/relocation.
- Assist with office moves, wiring, & other associated tasks.
- Deploy new workstations & Laptops when needed.
- Assist with IT inventory to include personal issued DCSO property, keep up-to-date documentation and assist with replacement schedules.

### **POLICIES:**

- Volume of work accomplished is consistent with position requirements and produced within quality tolerance standards.
- Works with other team members to achieve group goals by contributing ideas in group settings, accepting ideas contributed by others, operating within team rules, participating in team activities (meetings, committees, boards) working with team members to improve job knowledge and skills, putting team goals over personal goals, and supporting team leaders once decisions are made.
- Follows standard office procedures, safety policies and procedures and Agency General Orders.
- Operates and cares for equipment, tools, and vehicles according to prescribed standards and schedules.



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- May be required run minimal errands in personal vehicle.
- Successfully completes all assignments to specifications, within specified timeframes.
- Performs other related duties as requested and or required.
- Maintains good interpersonal relations (the manner in which the employee responds emotionally and verbally) with the public, other employees, and supervisors. This policy also relates to the image the employee projects and includes cleanliness, proper professional attire, and personal grooming.
- Maintains confidentiality of information learned or acquired as part of the position.

### **ADDITIONAL SKILLS:**

- Analysis
- Problem solving
- Telephone setup
- Keyboarding
- Basic English grammar
- File and database standards
- Internet searches
- Microsoft Office
- Computer equipment and peripherals
- Various software and installation
- Technical interest in computers with desire to continue building knowledge.
- Ability to learn & become familiar with systems using hands-on experience.
- Ability to retain notes on newly learned procedures and replicate steps.

### **MIMIMUM QUALIFICATIONS:**

- High school diploma or equivalent (GED) required.
- Valid Florida driver license required.
- Continued education in I.T.

### **PHYSICAL ABILITIES:**

- Intermittent performance of minimally physically demanding work. Typically involving some combination of reaching, bending, stooping, kneeling, crouching, and climbing.
- May involve lifting, carrying, pushing, and/or pulling.
- Tasks may also involve standing, sitting or working outdoors for long periods.



## IT Support Specialist

**NOTE:** Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The DeSoto County Sheriff's Office does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, veteran status, marital status, familial status, sexual orientation/preference, gender identity, gender expression, political beliefs, disability/handicap, genetics or any other characteristics protected by local, state, or federal law in employment or the provision of service.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.