

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



TECHNICAL SUPPORT SPECIALIST

JOB CODE: 30120	PAY GRADE: 15	PAY RANGE: \$43,200 - \$69,120
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GENERAL DESCRIPTION

Under the general supervision of the Biometric Records Manager, this position supports all aspects of specific agency applications as they apply to investigative tools. Work is reviewed through observation and results obtained.

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Test and verify daily the facial recognition software is online and available to all partner agencies;
- Process facial recognition search requests of unknown subjects and identity comparison reports;
- Support internal and external users with accessing inmate booking information;
- Monitor jail call logs on servers;
- Develop and provide training on the various investigative databases to members and partner agencies;
- Generate user reports to track device usage;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Information Technology, Computer Science, Computer Technology, or related field
- Three (3) years' experience in information technology, to include Windows Operating Systems, facial recognition technology, and Adobe Photoshop
- Or equivalent combination of education and experience
- Must possess a valid Florida driver's license



KNOWLEDGE, SKILLS, AND ABILITIES

- Technical and report writing skills
- Good public speaking skills to clearly train and present material to large audiences
- Ability to understand and diagnose computer workflows, identify issues, and resolve problems
- Skill in managing personal daily activities and major projects for self and others
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Identify colors to determine software status
- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Drive up to 1 hour per day
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel, climb or twist