

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



INFORMATION TECHNOLOGIST

JOB CODE: 60078	PAY GRADE: 21	PAY RANGE: \$57,288 - \$91,661
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GENERAL DESCRIPTION

Under the general supervision of the Information Technologist Manager, incumbents are expected to identify and resolve intermediate technology-based work problems of a nature that employees are unable to solve or overcome. Types of issues resolved will be addressed by one of the following disciplines:

- **Application Development/Support:** Database Administration, Application Design and Development, Quality Assurance, Incident Management, Financial Management, Project Management, Document Management, Service Management, Production Application Services, or Middleware Management.
- **Infrastructure:** Enterprise Network Management, Desktop Management, Server Management, Architecture, Security Management, Incident Management, Financial Management, Project Management, Document Management, Service Management, Asset Management, Storage Area Network, or Middleware Management.

Work is reviewed through observation and results obtained. Specific duties are based on assignment.

Requires scheduled on-call availability.

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Resolves escalated service desk tickets and customer reported problems;
- Troubleshoot and return technology to service within discipline;
- Effectively manages and performs personal daily activities and multiple intermediate-level projects under the discipline of defined business processes;
- Identifies and analyzes intermediate-level problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems;
- Designs and implement technology within the discipline;
- Recommends and implements changes to improve operational efficiencies;

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- Work with peers and customers to achieve long-term solutions for a variety of agency technology needs;
- Plans daily work and participates in ongoing technical projects;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

Regular and reliable attendance is required as an essential function of the position.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

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 AND
- Three (3) years related experience in information technology specific to the assigned discipline (i.e. application development, database administration, etc) that includes customer service, OR
- Equivalent combination of education and experience
- Additional qualifications as identified by the assignment
- Must possess a valid Florida driver's license
- Consideration for this position requires a credit check

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications
- Skill in managing personal daily activities and small to medium sized projects for self and others
- Skill in use and application of reference materials to research and solve major problems
- Skill in the application of theory in resolving major problems
- Skill in applying new technologies, soft skills and procedures
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success with others
- Ability to prepare and deliver effective presentations at various levels
- Ability to use diplomacy in dealing with difficult customers and delivery of services



- Ability to facilitate and foster open communication and cooperation within the organization and with customers groups in a team environment
- Ability to communicate effectively, both verbally and in writing, with peers and others
- Ability to communicate with tact, patience and courtesy at all levels of the organization
- Ability to assist personnel with training of new technologies
- Ability to establish and maintain effective work relationships, both inside and outside of the division
- Ability to self-develop relevant job-related skill(s) for current role and partner with management on training plans and career path opportunities
- Ability to understand and follow specific instructions, priorities, policies and procedures
- Ability to identify, to take ownership of, and to troubleshoot and solve major problems
- 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:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Drive up to 1 hour per day
- Walk up to 1 hour per day
- Occasionally lift up to 25 lbs.
- Occasionally bend, squat, reach, kneel, or twist