



PASCO SHERIFF'S OFFICE  
POSITION DESCRIPTION



**POSITION NUMBER: 245**

**Retirement Class Code: SM (Senior Management)**

**Class Title: Director of Information Technology**

**Type of Position: CIVILIAN**

**Pay Grade: P45**

**1. Workweek: Full-Time (40 hours)**

**2. FLSA: Exempt from overtime**

**3. EEO Category: 01 (OFFICIALS/ADMINISTRATORS)**

**4. Department: Information Technology**

**5. Section/Org Code: Compensation; Org. Code 8810**

**6. Location: Land O' Lakes**

**7. Job Summary:** Professional and highly responsible civilian position involving the direction and administration of the Information Technology Department. Responsible for directing, managing, and providing technical guidance for agency IT operations. Develops effective strategies for deploying technology and software, testing hardware devices and applications before briefing to management, and managing project schedules. Must work well in a team setting with other managers and supervisors to reach goals within given time-frames. Must have strong interpersonal skills to communicate information concepts, explain technology processes in detail, and facilitate the interaction of IT professionals, vendors, and agency members. Evaluates agency needs and requirements and strives to provide outstanding customer service.

**8. Working conditions:** Office and remote environment

**9. Position reports to:** Chief Information Officer and Chief Security Officer

**10. Position directly supervises:** Service Desk Manager, Core Infrastructure Manager, and Software Development Manager

**11. Education and Experience:** Required Bachelor's degree in Computer Science with 12+ years of experience working in IT operations, or 16 years of IT leadership experience in lieu of Bachelor's degree with 8 years of experience in a managerial position, of which 5 years at director level or equivalent and 5 years in IT Compliance; to include supervising technology teams, and overseeing large information technology projects. Excellent understanding of computer systems, network and systems administration, databases and data storage systems and ISO auditing standards. Must have a minimum of 6 years, Six Sigma working experience and knowledge. Master's of Business Administration with Technology Management concentration preferred. Maintain a valid Florida Driver's License at all times. Pursuant to F.S. 112.219, related work experience is authorized as a substitute for this position's postsecondary educational requirement(s). Unescorted CJIS clearance as authorized by FDLE is required.

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**12. Illustrative duties and responsibilities:**

**80% DUTY AREA – DIRECTOR: Illustrative Tasks:**

Understands the Organization's core IT competencies, the services provided by the organization, and the value of IT in improving the efficiency and effectiveness of these services. Provides business applications development and maintenance services. Provides data center computing and support functions involving several computing platforms and cloud environments. Provides enterprise wide voice data and radio communications services.

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Revised July 2023

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Responsible for all enterprise-wide IT activities, including infrastructure, applications development, reengineering business processes, voice, data, and radio network services, outsourcing, and computer and auxiliary operations and support. Tracks a broad range of emerging technologies to determine their maturity and applicability to the enterprise and interprets their meaning for the senior organization leadership team. Participates in overall business technology planning, bringing a current knowledge and future vision of technology and systems. Interacts with internal and external customers to ensure continuous customer satisfaction. Determines long-term enterprise-wide information needs and develops overall strategy for systems development and hardware acquisition and integration. Oversees and reports on execution of departmental work program and achievement of department's performance goals.

### **20% DUTY AREA – ADMINISTRATIVE: Illustrative Tasks:**

The member will make recommendations in writing to Chief Information Officer /Chief Security Officer regarding equipment procurement, rationalizing the need in terms of cost, need and improved effectiveness. Coordinate implementation of new systems; Coordinate projects with external entities; Define system standards and ensure compliance; Generate proposals for new/upgrade equipment procurement; Plan hardware purchase and/or installations; Determine and evaluate software/hardware requirements; Liaison with technical support resources; Set up/maintain/oversee computer security system; Works in conjunction with the Chief Information Officer / Chief Security Officer to assist Command Staff in making decisions on issues where no guidelines or policy exists; Accurate information addressing events or critical issues is accumulated and disseminated to a higher authority without delay. Develop and /or maintain a system for maintaining/archiving various records; Inform colleagues and staff of actions taken, decisions made and potential problems; Recommend changes in working conditions for improved staff work output; Monitor contract progress to ensure specifications and obligations are met; Manage operational functions of section/bureau/department/ division; Manage administrative functions. Recommend employee commendations; Respond to personnel grievances/complaints pursuant to agency policy.

Assess software functionality to ensure the software is compatible with current hardware/network infrastructure. Oversee/develop/modify computer application programs. Evaluate requests for data processing services. Conduct/coordinate inspections. Assist with progressive discipline within agency guidelines. Conduct/supervise employee performance evaluations. Review personnel evaluations of staff/subordinates. Review completed work assessments by employees for achievement of task and objectives. Resolve conflicts among personnel. Assign and direct subordinates. Implement changes and new programs as needed or directed. Demonstrate positive working relationship with colleagues and others. Liaison with intra/inter agency personnel. Provide information to staff regarding law and policy changes. Coordinate training for new staff. Make suggestions to superiors as to unit training needs and resolution. Perform other duties as needed. Provide information system access accounts.

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### **13. Associated knowledge, skills and abilities:**

#### **KNOWLEDGE OF:**

- Modern information technology best practices and procedures

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- Operating characteristics, capabilities, and limitations of various information technologies and related equipment
- networks, and implementation of best practices
- Performance management systems
- IT principles and practices used in the delivery of services
- Server and end user computer hardware and software products
- Selection, maintenance, and implementation of application systems
- Microsoft Active Directory and Group Policy
- The principles of effective verbal, written, and group communications to accurately and effectively communicate job related information
- Statistical methods to accurately review and analyze data
- Training techniques to effectively educate IT customers and staff
- Project management principles, practices and procedures as they relate to the effective delivery of IT services

### SKILLED IN:

- Analyzing logically and creatively to identify problems, draw valid conclusions, and develop effective solutions to business problems
- Effectively applying interpersonal and communication techniques with IT professionals and others to create an environment that is conducive to carrying out the mission of the IT organization in an efficient manner
- Speaking and writing effectively, adjusting style, method and tools for the knowledge base of the audience to provide information
- Analyzing needs and product requirements to meet agency objectives
- Communicating effectively in writing as appropriate for the needs of the audience

### ABILITY TO:

- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Identify complex problems and review related information to develop and evaluate options and implement solutions
- Utilize effective verbal, written, and group communication accurately and effectively thereby communicating job related information
- Conduct tests and inspections of products, services or processes to evaluate quality or performance
- Identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system
- Work as part of a synergistic team sharing information and working together to better the organization
- Present projects and ideas clearly and concisely, orally and in writing
- Engaged in implementation of enterprise-wide application solutions
- Establish and maintain effective working relations with vendors, consultants, employees, department heads, and the public
- Direct and develop a continuous comprehensive information technology program

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**PHYSICAL AND OTHER REQUIREMENTS**

Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Occasionally lift up to 50 lbs.
- Occasionally bend, squat, reach, kneel or twist

**Other Requirements:**

- 20/40 vision (corrected/uncorrected)
- Ability to hear conversation at a normal level (assisted or unassisted)
- Ability to work shift work
- Ability to work in hazardous conditions

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**14. Equipment or machines routinely used in this position:** Telephone; agency computer; software programs; calculator; photocopier; facsimile machine; agency vehicle.

**15. Amount and type of supervision position receives:** Employee works under moderate guidance and supervision from the Chief Information Officer/Chief Security Officer.

**16. Review procedures:** Work may be reviewed periodically but no formal written review is required according to General Order 35.1, as a member of the Sheriff's Executive Staff or persons who serve at the pleasure of the Sheriff.

**17. Essential Tier Response: Tier 1 - Key and Mission Essential:** This position designation is for those that are needed to ensure the immediate and continued support for operations and mission essential functions within the agency. It is necessary for this position to perform duties of leadership, specialized functional support, or subject matter expertise required to sustain the organization.

**18. Remote Work.** Position has option for remote work with bureau commander approval. Employees authorized for remote work may be required to return to the office periodically or upon request when needed, and any decision to allow remote work remains in PSO's absolute discretion and may be subject to change at any time.

**19.** This position description lists the duties and responsibilities an incumbent would generally expect to perform. Percentages of time, when used, are estimated annual averages and as such are subject to periodic fluctuations. This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the member for this job. Duties, responsibilities and activities may change at any time with or without notice.

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