



# CARROLL COUNTY SHERIFF'S OFFICE

COMMITMENT TO COMMUNITY

James T. DeWees  
Sheriff

## IT Project Lead Grade W40 – Non-Exempt Starting Salary – \$68,994

### **General Duties:**

This is a professional civilian full-time position responsible for coordinating and managing multiple IT related projects for the Carroll County Sheriff's Office, managing Sheriff's Office IT Support staff, and providing additional IT based support to the agency when required.

The IT Project Lead assists with managing several software solutions for the agency and communicates and coordinates IT related information to all levels of agency personnel. This position serves as the liaison to the Carroll County Department of Technology Services and Department of Public Safety, coordinating various technology-based projects, software and hardware needs with their management staff.

The Carroll County Sheriff's Office is seeking an outgoing individual with the ability to perform with a high level of independence, exercise sound judgment, provide excellent communication skills and also maintain strict confidentiality.

This position receives supervision and reports directly to the Director of Administrative Services. Work is evaluated through observations, conferences and reports, based on performance and conduct. This position supervises IT Support Technician personnel.

### **Availability:**

Monday through Friday (7:00 a.m. – 4:00 p.m. or 8:00 a.m. – 5:00 p.m.) with one hour for lunch. Position may require flexibility in work schedule, are available nights and/or weekends and maintain an on-call status on a rotational basis.

### **Eligibility:**

- Must be a U.S. Citizen or a resident alien.
- Must be at least 18 years of age.
- Must possess a high school diploma or GED recognized by the State Board of Education.
- Must possess a valid driver's license.
- Must be able to read, write, and speak English.
- Must meet the minimum requirements set forth by the Carroll County Sheriff's Office (please visit our website at [sheriff.carrollcountymd.gov](http://sheriff.carrollcountymd.gov) / employment / hiring process).

## **Qualifications and Requirements:**

- Bachelor's Degree in Computer Science, Information Technology, Information Systems or related field required. \*
- Minimum 4 years' experience working with and managing multiple information systems and support staff in a corporate setting.
- Minimum 3 years' experience working with implementation, design, training and integration of hardware and related applications, including mobile devices.
- Demonstrated proficiency in Project Management and/or Coordination required.
- Possess a working knowledge of hardware configuration and various software applications
- Proficient in various software applications, including Excel or project management software.
- Prior Law Enforcement / Corrections systems support experience preferred.
- Knowledge of Law Enforcement/Correctional procedures and policies, preferred.
- Position requires the ability to work within and between multiple Sheriff's Office buildings/locations.
- Position requires extensive periods of sitting or standing.
- Position requires extensive periods of completing computer-based tasks.
- Position may require the ability to lift 30-50 pounds, as well as push, pull or move objects.

\*Comparable amount of training and experience may be substituted for the minimum qualifications

## **Essential Tasks:**

- Collaborates with functional and technical stakeholders to optimize business processes.
- Works closely with management team and team members to keep them informed about project status, issues, schedule, backlog, etc.
- Takes the lead in the design and implementation of new systems & related functionality.
- Actively pursues innovative initiatives and improvements in current processes.
- Responsible for analyzing agency needs for hardware and software applications.
- Assists in researching new capabilities within technology.
- Coordinates / conducts internal and external integration of technologies with internal staff and external vendors, including design, testing and troubleshooting.
- Responsible for completing assigned technical projects.
- Follows Project Lifecycle Methodology through all phases of a project.
  - Define scope of the project. Develop and maintain project plans.
  - Monitor project risks and develop risk mitigation plans.
  - Monitor, resolve, or escalate project issues.
  - Actively manage projects to deliver on schedule.
- Follows up on procurement items for projects, confirm resource availability, and negotiates time and resources to meet project deadlines.
- Works closely with the Director of Administrative Services to prepare the agency technology budget.
- Liaises with the following business partners including the Carroll County Department of Technology Services, Carroll County Department of Public Safety, Carroll County Public Schools Technology Staff, Maryland State Police, CJIS Coordinator, Municipal Law Enforcement agencies and their support staff; the Carroll County States' Attorney's Office and other governmental and local partners to provide integrated solutions with the Sheriff's Office.
- Maintains ongoing relationships with IT related vendors for the agency.

- Coordinates training and support for all mobile solutions and applications, including mobile data terminals and other mobile devices.
- Coordinates training and support to Sheriff's Office employees regarding agency provided hardware, including computers, printers, and other peripherals.
- Co-administers the agency public safety software solution.
- Coordinates annual hardware, software and user access audits for the agency.
- Facilitates the logistical installation of agency technology and equipment.
- Presents information as required to agency and county staff, various user groups, partner agencies, and third-party vendors.
- Writes reports, correspondence, business communications; develops and maintains procedures, training manuals, and other user related documentation.
- Perform other duties, as assigned.

**Knowledge, Skills and Abilities:**

- Reads, analyzes, designs, investigates, develops and interprets information systems and related technology.
- Possesses a working knowledge of hardware installation, configuration and setup on various devices.
- Possesses a comprehensive knowledge of Microsoft applications and other computer software programs commonly in use.
- Must possess strong analytical skills and be able to prioritize and organize workflows and projects.
- Must be able to follow and work within industry standards and best practices when applicable.
- Must be able to define issues, research options and present solutions for the agency as it relates to IT.
- Must be able to independently identify and resolve issues in a timely manner.
- Demonstrates resourcefulness and initiative in solving issues and complex outcomes.
- Possesses excellent interpersonal and written communication skills.
- Ability to provide clear and concise verbal communications.
- Must be able to successfully and positively troubleshoot and work with Sheriff's Office employees either remotely or in person.
- Ability to succeed in a team environment.
- Ability to establish and maintain positive working relationships with co-workers, county governmental partners, various law enforcement and other partners.
- Ability to work independently with minimal supervision.
- Ability to exercise sound judgment and work within guidelines.
- Ability to handle sensitive public contacts, communicating with tact and professionalism
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables.

**Selection Process:**

The selection will be based on, but not limited to the candidates successfully completing the following steps:

- Completion of online Application
- Completion and review of Confidential Questionnaire and resumé
- Oral Interview Board
- Conditional Offer
- Polygraph Examination
- Background Investigation

- Physical/Medical Examination
- Final Command Review/Interview
- Final Job Offer

**Request Procedure:**

To be considered for this position, qualified candidates must complete and submit an employment application electronically through [PoliceApp.com](https://PoliceApp.com) **no later than 11:59 p.m. on Friday, July 8, 2022.** For more information about this position visit our website at [sheriff.carrollcountymd.gov](https://sheriff.carrollcountymd.gov)

*"One or more positions may be filled using this vacancy announcement"*

*The Carroll County Sheriff's Office is an Equal Opportunity Employer*