

TECHNICAL SUPPORT SHERIFF'S OFFICE

Oneida County is accepting applications for the establishment of an eligibility list for Sheriff's Office Technical Support. Starting 2018 hourly rate of \$17.05 plus excellent fringe benefit package.

Position performs a variety of clerical tasks related to confidential records within the Sheriff's Office. Qualified applicants must demonstrate computer knowledge, be able to organize and maintain accurate and complete records; have the ability to transcribe clear and detailed reports; have the aptitude to interpret crime reporting; demonstrate clear communication skills; ability to multi-task. Individuals must have one year post high school education with course work in the area of secretarial science; one year work experience as a typist, secretary or related area, and the ability to type 50 wpm.

Successful applicants may be requested for testing, an oral interview, pre-employment drug screen, psychological assessment, and background check.

Complete job description and **required** Oneida County application are available at the Northern Advantage Job Service Office at 51A N. Brown St., Rhineland, WI 54501 (715) 365-1500 or at www.oneidasheriff.org or www.oneida.wi.gov. Completed applications, cover letter and resume are due at the Job Service Office by 4:30 p.m. on March 29, 2018.

EOE/AA

**Oneida County
Job Description**

Job Title: Technical Support
Class Title: Technical Support
Department: Sheriff
Reports To: Support Services Lead
FLSA Status: Nonexempt
Prepared By: Sheriff Grady Hartman
Prepared Date: March 19, 2015
Approved By: Lisa Charbarneau
Approved Date: March 26, 2015

SUMMARY:

Under the direct supervision of the Support Services Lead, the Technical Support position performs a variety of bookkeeping, record keeping and clerical tasks related to keeping confidential accounts and records within the Sheriff's Department. This position has significant public contact requiring patience, understanding, and tact. This position is performed in accordance with established and evolving policies and procedures, employee handbooks, and standard operating procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Using proper format, types and processes technically accurate letters, memoranda and reports; formulates, composes and/or edits correspondence and reports; receives and processes all records related correspondence including routing to appropriate persons and/or initiating appropriate response.

Organize and enter statistical crime information into the records management software. Compile and prepare reports and analysis based on the data entered into the software. Scan and attach appropriate documentation.

Direct questions regarding entries and/or RMS functionality to the RMS Support Specialist.

Serve as liaison between the Sheriff's Department, the District Attorney's Office, Department of Social Services, Clerk of Circuit Courts, and other Law Enforcement or Governmental Agency as directed.

Maintains meeting calendars as directed.

Perform public service desk duties such as answering telephones, screening calls, greeting visitors, and checking visitor identification for security conformance. Respond to inquiries about Oneida County and Sheriff's Office services. Maintains department case confidentiality, forward calls and directs persons to appropriate personnel or agency.

Types, from dictated materials, memoranda on field investigations, interviews, phone conversations, court appearances and John Doe proceedings, handwritten rough drafts and other materials; drafts routine correspondence and reports including reports prepared from Crime Laboratory Reports for entry into department files.

Compile and assemble case materials in proper order for use in prosecutorial review, coordinating the flow of documents to appropriate person(s).

Receive and record in an accurate and complete manner messages from informants, defendants, and other criminal justice personnel in the absence of the detective and insures proper notification and/or distribution.

Assemble training materials for presentations for local and outside agencies; arrange for timely duplication and dissemination of materials.

Maintains inventory of office supplies and equipment, prepares and presents requests to purchase same.

Compile billing information for processing and maintain a log of records that are disseminated without fees.

Performs a variety of records and criminal history checks, within the guidelines established in the open records law, for Oneida County and Township governmental agencies, private business, Armed Services, Post Office, etc. Prepares required information on forms, signs and mails form as directed. Direct open records questions to the Support Services Lead.

Any other duty as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of computer hardware, software, and accessories.

Ability to maintain accurate, complete records and prepare clear and detailed reports.

Ability to type 50wpm and accurately operate a 10 key calculator.

Ability to maintain confidentiality and testify in required hearings.

Must be able to develop and maintain working relationships with Sheriff's Office personnel, other law enforcement and government agencies, and the public.

EDUCATION and/or EXPERIENCE:

High School degree.

One year of post High School education with course work in accounting, bookkeeping, math and secretarial science.

One-year work experience in an office as a typist, secretary, or related area.

LANGUAGE SKILLS:

Good oral and written communication skills.

MATHEMATICAL SKILLS:

Knowledge of bookkeeping, record keeping, accounts receivable, and accounts payable.

CERTIFICATES, LICENSES, REGISTRATIONS:

Maintain required certifications for CIB/TIME system.

Valid Wisconsin Drivers License with no operating restrictions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.