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| **TITLE:** | Detention Information System Administrator | **JOB CODE:** | 3201 |
| **DEPARTMENT:** | Information Systems | **FLSA:** | Non-Exempt |
| **PREPARED:** | August 10, 2016 | **FLSA CLASS:** | Professional |
| **UPDATED:** | April 11, 2022 | **WORK LOCATION:** | Farmington, NM |
| | | **REMOTE WORK ELIGIBLE:** | YES |

**Summary:**  Under general supervision of the Deputy Chief Information Officer, the Detention Information System Administrator maintains the County's Detention systems.  The individual is responsible for providing quality and timely implementation of new software, upgrading of security packages, and detention systems.  Provide good customer service to the user community with quick response and hands on technical support.  This IS professional supports the organizational goals through effective use of technology for the overall integrity of detention systems.  Individual will be responsible for all the detention systems in all three of the County's correctional facilities.

**Essential Job Functions**:  *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities.  Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Assists users with problems and needs on a daily basis; provides both phone and desktop support.
- Creates reports for departments as requested.
- Helps train users on the use of detention systems; sets them up on the system and assists them in the use of the system.
- Responsible for detention systems, including security systems.
- Responsible for detention systems backups and recovery.
- Provides desktop, general office, and Microsoft Office support.
- Documents instructions for technical procedures and for user procedures.
- Researches and resolves technical issues relating to detention systems.
- Researches and deploys new releases and patches for detention systems.
- Works with vendors to resolve any issues and for installation, repair, and testing.
- Installs, maintains, and upgrades network hardware and software components as required; maintains the detention center network.
- Performs daily standard maintenance of the network; troubleshoots operating problems and implements fixes.
- Reviews and implements changes in the network, such as installations and updates.
- If assigned, serves as HIPAA Security Officer for all detention facilities as it pertains to inmates.
- Performs other related duties as assigned.

**Required Knowledge and Skills:**

- Knowledge of detention type software application including - New World Aegis Jail Management Software, CMS, Securus (Inmate Payphone System and Video Visitation Internal and External Network Monitoring, Live Scan fingerprinting, Professional Document Digital Archives Systems, and GE Fusion (Electronic Medical Records).
- Knowledge of network operations, hardware, and software.
- Knowledge of database operation and maintenance.
- Knowledge of the principles and practices of customer service.

**Job Description**
Detention IS Administrator

- Knowledge of County policies and procedures.
- Skill in assessing and implementing software patches and upgrades.
- Skill in identifying and resolving user questions with the database software.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in implementing policies and procedures.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.
- Skill in the use of a personal computer, the network and systems software.
- Ability to maintain and handle confidential information that are of a sensitive nature.

**Education and Experience**
- Bachelor's Degree in computer science or related field and two (2) years of experience in database management; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Demonstrated experience installing and maintaining application software.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**
- Work is performed in an office and detention setting environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as retrieving files, records, and reports.
- Assumes "on call" status as scheduled. Is subject to call-out on a frequent basis.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.
- Some work duties may be performed "remotely" outside of County facilities. For remote access you must complete and maintain a current remote work agreement.

**Equipment and Tools Utilized:**
- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

**Employee:** _____  **Date:** _____

**Supervisor** _____  **Date:** _____

**Department Head:** _____  **Date:** _____