Knox County Sheriff’s Office  
Position Description

SUPPORT SERVICES TECHNICIAN- I

Date of last revision:  April 2017  
Job Code:  
Job Grade:  2  
FLSA Status:  Non-exempt  
Division:  
Reports to:  Support Services Unit Supervisor  

X  Civilian position  
Corrections position  
Law enforcement position

Position Summary

The Support Services Technician-I has the primary responsibility of fielding departmental incoming telephone calls and generating non-emergency incident reports.

Required Duties

The following are required duties of this position:

1. Inputs data from law enforcement forms into Records Management System (RMS)
2. Queries computerized databases
3. Performs various operational duties such as managing devices and print queues; monitoring system messages, etc.
4. Troubleshoots system malfunctions.
5. Generates, prints and distributes various reports both internally and externally by request.
6. Other duties as assigned.

Education and Training Required

The following are the educational and/or training requirements for this position:

1. Must be able to read and comprehend English language directives, training materials, and other documentation.
2. High school diploma or equivalent required.
Experience Required

The following experience is required for this position:

1. No experience needed.

Knowledge, Skills and Abilities

The following non-physical knowledge, skills and abilities are required for this position:

1. Knowledge of input and retrieval into computers.

Physical Abilities

The following physical ability(s) is/are required for this position:

1. Must be physically able to operate a variety of office equipment.
2. Must maintain the ability to work any hours, any shift and any days off during your career.

Position-Specific Responsibilities

The following responsibilities are required for this position:

1. Executes other responsibilities as assigned by the Sheriff, Chief Deputy, or supervisor.
2. Position is also responsible for managing data as the record copy holder of the records management staff.

Tools, Machinery and Equipment

Ability to operate or use the following machinery and/or equipment is required for this position:

1. Computer equipment
2. Multi-line telephone
3. Fax machine
4. Photocopier

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