

**Knox County Sheriff's Office  
Position Description**

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**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

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<input checked="" type="checkbox"/> <b>Civilian position</b>	<input type="checkbox"/> <b>Corrections position</b>	<input type="checkbox"/> <b>Law enforcement position</b>
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**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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