

**COUNTY OF MONROE**  
**OFFICE OF THE SHERIFF**  
ROCHESTER, NEW YORK

|                                                         |                                              |                                                 |                                 |
|---------------------------------------------------------|----------------------------------------------|-------------------------------------------------|---------------------------------|
| <b>GENERAL ORDER</b><br><b>MUTLI-BUREAU</b>             | <b>DATE OF ISSUE</b><br><b>APRIL 1, 2022</b> | <b>EFFECTIVE DATE</b><br><b>April 1, 2022</b>   | <b>No.</b><br><b>053-22</b>     |
| <b>SUBJECT:</b><br><br><b>Information Services Unit</b> |                                              | <b>DISTRIBUTION</b><br><br><b>All Personnel</b> | <b>AMENDS</b>                   |
| <b>REFERENCE: NYSLEAP 8.7</b>                           |                                              |                                                 | <b>RESCINDS</b><br><b>53-07</b> |

**Purpose:** To establish policy and procedure relative to the responsibilities, staffing and operations of the Monroe County Sheriff's Office Information Services Unit.

**Policy:** The development, evaluation, coordination and management of all aspects of office automation and automated equipment within the Sheriff's Office will be directed by the Information Services Unit.

**I. Organization**

The Commander of Staff Services will exercise staff control and responsibility for the Information Services Unit.

**II. General Responsibilities**

A. The Information Services Unit will be responsible for:

1. Analyzing, developing, coordinating and managing a variety of information systems and automated equipment.
2. Maintaining, evaluating and improving information systems and procedures.
3. Serving as the liaison between the County of Monroe Information Services and the Office of Sheriff.

B. The Information Services Unit will exercise staff authority over all bureaus of the Sheriff's Office regarding the coordination, consolidation and integration of all automation projects.

**III. Unit Staffing**

The Information Services Unit will be comprised of:

- A. Commander of Staff Services
- B. Systems Support Specialist
- C. Technician provided by County IS
- D. Computer Programmer outfitted by County IS

#### IV. Specific Duties and Responsibilities

A. **Commander of Staff Services** - responsible for oversight and direction of the Information Services Unit. In addition, the administrator will:

1. Conduct ongoing reviews of systems, software and equipment to ensure that the needs of the agency are met in the most cost effective and efficient manner.
2. Evaluate current system processes and procedures as related to computer hardware and software applications.
3. Supervise the analysis, design and /or implementation of hardware and software applications.
4. Recommend modifications to software applications after consultations with users and vendors.
5. Administer and monitor the procurement of computer equipment.
6. Coordinate the interface of all computer systems within the Sheriff's Office as well as other County sub-systems.
7. Serve as the liaison for the Sheriff's Office on County teams and committees with direct access to the Monroe County IT Director.
8. Analyze, service and implement software solutions.
9. Prepare and present periodic automation updates to selected staff members regarding the status of office automation.
10. Monitor expenditures and revenue and submit appropriation requests by coordinating, preparing and analyzing the unit's fiscal budget.
11. Analyze management need for information retrieval, data quality control, and expanded use of computer equipment.
12. Direct a continuing review of information systems and data collection methods, identify problems and implement solutions.
13. Administer and monitor the department's computer user training program.
14. Administer and monitor the department's Internet/Intranet account activity and usage.
15. Conduct an annual audit of the Records Management System (RMS) for verification of all passwords, access codes and access violations, if any.
16. Perform other related work as required.

B. The Systems Support Specialist will:

1. Oversee Sheriff's systems for various software applications to include but not limited to: LERMS, Offenderwatch, PowerDMS, Arrest/Booking software, Scheduling software, Benchmark, TrackStar, and TraCS.

2. Maintain a close relationship with Sheriff's Office users and in-house administrators to address issues, problems, needs or concerns.
3. Maintain relationship with the associated vendors and help-desk personnel for each system.
4. Monitor the security and efficiency of computer systems and takes correct action when necessary.
5. Analyze malfunctions to determine the nature of the problem and whether a service call should be placed.
6. Arrange for replacement of all problem equipment.
7. Act as the help desk liaison with the County IS Department and facilitate Sheriff's Projects and/or hardware/software needs.
8. Enter and update data and procedure reports on a regular basis for a wide variety of data files.
9. Coordinate the installation of computer equipment for the agency in concert with County IS.
10. Research requests for purchases of any computer related equipment. Prepare requisitions for any computer related equipment.
11. Occasionally produce specially requested reports based on data files. Access and format data for output in order to meet needs of requestor.
12. Act as the TraCS Administrator to the Sheriff's Office Patrol Division and Act as the point of contact for all Town/Village Police Agencies and NYSP Albany in regards to the TraCS application.
13. Produce, update, and maintain a variety of word processing documents.
14. Perform project management tasks when assigned.
15. Prepare and submit periodic reports as directed.
16. Schedule and coordinate work flow.
17. Input data in various databases and tables.
18. Train personnel in standards, procedures and equipment.
19. Work with databases to organize data and create reports.
20. Obtain and give out information.
21. Process applications for computer and email accounts.
22. Completes and submits a budget for all Computer purchases during the budget cycle.
23. Is the EJustice TAC for the MCSO for NY0270000.

24. Perform other related work as required.

C. The **Technician** assigned will:

1. Receive help desk tickets for all fix-it calls and Request for Service (RFS) for the entire MCSO.
2. Reimage PC's when warranted.
3. Replace printers with newer models when applicable.
4. Talk with vendors to resolve ticket issues regarding software or hardware to get the employee up and running.
5. Reinstalls software when needed.
6. The Technician is an employee of County IS but has office space over at MCSO.
7. Perform work related work as required.

D. The **Computer Programmer** will:

1. Create a data repository of data from various software applications.
2. Write and generate reports based on data from various software applications.
3. The Computer Programmer is an employee of County IS but has office space over at MCSO.
4. Perform work related work as required.

V. **Help Desk Policy**

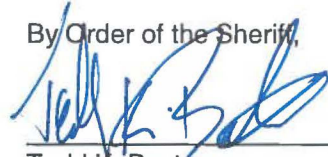
A. Help Desk services for the Sheriff's Office is provided by the County IS Department and is available for reporting problems or issues by call **753-3333** from the hours of 8am to 5pm, Monday thru Friday.

1. On weekends, holidays or after business hours, the help desk support can be reached by **calling 935-5048 for emergencies.**
2. In the event of an emergency that involves a system failure or network connection failure, the Commander of Staff Services should be paged as well.

B. When reporting a Help Desk issue, the following information will be needed from your PC, laptop, printer, scanner, etc:

1. Workstation ID
2. Location of the equipment, phone number, name of person reporting problem
3. A detailed description of the problem including any error messages
4. The urgency of the problem severity.

By Order of the Sheriff,



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Todd K. Baxter