BIOMETRIC OPERATIONS ANALYST

JOB CODE: 30120	PAY GRADE: 15	PAY RANGE: $47,663 - $76,262

GENERAL DESCRIPTION

Under the general direction of the Biometric Records Manager, the primary focus of this position is to independently perform professional and technical work managing and supporting the Facial Recognition and Automated Fingerprint Identification System (AFIS) systems. Serves as Subject Matter Expert (SME) for the Facial Recognition system and the advisor in auditing processes. Demonstrates and applies broad-based knowledge of all Biometric operations within the AFIS Division. Provides analysis and ensures integrity of the systems' data. Coordinates and participates in special projects under the direction of the Biometric Records Manager. Work is reviewed through observation and results obtained.

SUPERVISES OTHERS: NO

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Serves as the lead to plan, develop, test, and implement new and revised Facial Recognition upgrades and enhancements
- Monitors Biometric systems' health proactively to identify any potential issues and take corrective action
- Assists with system maintenance and troubleshooting of the Biometric systems
- Supports the planning, developing, testing, and implementation of new and revised AFIS upgrades and enhancements
- Seals or expunges biometric records from all Biometric systems in accordance with Florida State Statutes
- Analyzes routinely the usage of mobile fingerprint scanners and coordinates with the Patrol Operations Bureau to ensure maximum utilization
- Monitors the AFIS transactions and resolves any issues
- Compiles and analyzes statistical data and reports for all Biometric systems
- Consults and works collaboratively with functional experts and agency members to develop implementation strategy, taking into consideration specific needs and overall project goals
- Identifies, investigates, and determines procedural problems, issues, and circumstances and provides recommendations for resolution, documenting outcomes

- Conducts system audits, verifies accuracy of new or revised Biometric systems' components, methods, or processes; develops and runs audits to ensure accuracy of data entry
- Designs, develops, and delivers Facial Recognition training to agency members as the SME; trains new system users
- Determines and assigns appropriate system access and permissions to users
- Serves as the point of contact for external law enforcement agencies utilizing the Facial Recognition system; facilitates the Facial Recognition onboarding process for new agencies
- Develops and conducts internal and external presentations
- Provides support and technical assistance to Biometric systems' users
- Establishes and maintains up-to-date functional documentation, standard operating procedures, agency policies and procedures
- Regular and reliable attendance is required as an essential function of the position
- This position may be considered essential and, in the event of an emergency or natural disaster, may be required to report to work
- Participates in Sheriff's Office recruitment and community relations activities as directed
- This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Information Technology, Business Administration, Public Administration, Criminal Justice or related field
- Three (3) years' experience in an IT or analytical professional role, including some experience in the development and administration of an IT system
- Or equivalent combination of education and experience
- Must possess a valid Florida driver's license
- Consideration for this position requires a credit check

KNOWLEDGE, SKILLS, AND ABILITIES

- Proficiency or knowledge in using a variety of computer software applications such as Microsoft Office (Excel, Word, etc.) and database maintenance and management
- Time management skills to efficiently organize, prioritize, schedule and manage daily work activities, tasks and special assignments
- Independently completes work, with the member being able to successfully finish all projects in a timely manner
- Coordinates special projects for division and uses data analysis to support and present project outcomes and recommendations
- Knowledge of principles and practices of data analytics
- Knowledge of methods and techniques of training and principles of presentation development
- Knowledge and ability to troubleshoot and resolve routine software, hardware and network problems
- Ability to analyze data, exercise sound judgment, prepare reports, and maintain supporting records
- Ability to perform technical computations and analyses, generate reports, and sort and categorize data
- Ability to compile and analyze data and conduct systems testing
- Ability to write effective Standard Operating Procedures
- Ability to maintain a high level of confidentiality
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 8 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel and twist