

PALM BEACH COUNTY SHERIFF'S OFFICE

DIVISION OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS (DoITT) Telecommunications Section

APPLICATION SUPPLEMENT FOR ADMINISTRATIVE MANAGER



APPLICANT'S NAME: _____

**PALM BEACH COUNTY SHERIFF'S OFFICE - DIVISION OF INFORMATION
TECHNOLOGY AND TELECOMMUNICATIONS**

Telecommunications Section

APPLICATION SUPPLEMENT

**INFORMATION AND INSTRUCTIONS FOR CANDIDATES FOR
ADMINISTRATIVE MANAGER**

GENERAL INFORMATION:

A career employment opportunity currently exists for an Administrative Manager, assigned to the Division of Information Technology and Telecommunications (DoITT), Telecommunications Section, Palm Beach County Sheriff's Office. The Job Description is attached for informational purposes. This technical-management position reports to the Commanding Officer, Division of Information Technology and Telecommunications.

The successful candidate shall be responsible for the management and supervision of the staff, and directing the operations of the Telecommunications Section.

ADVERTISEMENT OF POSITION:

ADMINISTRATIVE MANAGER - Minimum desired education requirement of a BS or BA in a Technical or Business discipline. BSEE Electrical/Electronic Engineering desirable; Florida Registered Professional Engineer preferable. Minimum five (5) years qualifying technical and management/supervisory experience and project management experience including design, analysis and planning, specifying, bidding and procurement, coordination and implementation, management and administration of Voice and Data Telecommunications Systems, including PBX, Voice Mail, EKTS, Voice, Data and Video Networks and Distribution Systems (ISP & OSP) including Structured Cabling Systems. Equivalencies in education, training or experience may be considered. To obtain application material, send detailed resume with request to: Human Resources, Palm Beach County Sheriff's Office, 3228 Gun Club Road, West Palm Beach, Florida 33406-3001. EOE.

The undersigned applicant certifies having read, understood and complied with all information, instructions and provisions of these Application Documents. Applicant further certifies that all information supplied to the Sheriff's Office is accurate and correct. Applicant acknowledges that any deliberate misstatement or misrepresentation shall result in the rejection of the application, and that any such misstatement discovered subsequent to employment being offered or having commenced, shall result in immediate termination of employment and forfeiture of any benefits accrued during the term of employment.

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ADMINISTRATIVE MANAGER:

The Administrative Manager serves as the manager and supervisor of the Telecommunications Section (Telecommunications Manager) of the Division of Information Technology and Telecommunications. The Telecommunications Section furnishes all wire-line communications capabilities and systems for voice, data and video applications. Technologies which may be employed in the accomplishment of the law enforcement or business missions of the agency are identified, evaluated, procured, implemented, developed and managed by this Section.

The Telecommunications Section is staffed by Telecommunications Specialists - Technicians and Telecommunications Specialists - Administrative Analysts, as well as Clerical support personnel. The Administrative Manager shall supervise and manage an aggregation of one (1) Assistant Manager, five (5) Telecommunications Specialists, and one (1) clerical support person. Fiscal management responsibility includes a budget of over \$1.5 million, exclusive of externally funded major projects. This position requires frequent and extensive personal involvement in daily operational matters and decisions, as well as leading and directing operations and developing and managing projects.

This position requires extensive and diverse technical knowledge in addition to demonstrable management and supervisory experience and competence. The Administrative Manager shall be assigned extensive project development and management responsibilities, inclusive of authoring original specifications, procurement documents and contracts, which documents shall be comprehensive and precise.

Operational responsibilities include:

Management and administration of telecommunications facilities and equipment. Analysis of trouble reports inclusive of performance of differential diagnosis in order to direct remediation. Maintenance of extensive records (primarily P.C. computer based) of facilities, cable plant and wiring systems, PBX and other equipment, including inventories of equipment and parts and materials, inclusive of cellular telephones. Maintenance of comprehensive and accurate service records. Performs and/or directs regular and periodic inventories of all equipment. Placement of orders with telephone Operating Company. Oversight of and assistance with reconciliation and payment of telephone, cellular telephone and equipment bills and invoices, inclusive of investigation and reconciliation of unusual, questionable or erroneous charges, and identification of trends from billing, for management purposes. Performance of needs analysis, station surveys and economic analysis preliminary to coordinating, planning, estimating, designing and/or specifying systems for Sheriff's Office sites and offices. Preparation of technical specifications for procurement, including authoring Requests For Proposals and Contracts. Performance of economic studies and preparation of management economic reports. Project development and project management. PBX software translations, programming of small systems, administration of voice mail, automated attendant and other peripheral systems. Administration of Station Management Detail Recording/Reporting from all nodes of Tandem PBX Network. Analyzes Call Traffic

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Data and prepares Traffic Studies and management statistical analyses for the management and optimization of network facilities and bandwidth, and for department managers work and productivity studies.

Candidates for this position shall generally possess a minimum of five (5) years of progressively responsible experience inclusive of having managed and administered large, digital PBX systems. PBX administration experience shall have included primary responsibility for all software translations related to station moves additions and changes, as well as trunk and route administration, voice mail, automated attendant/menuing and SMDR. Extensive experience in the performance of coordination, planning, designing, estimating and preparation of specifications for procurement and contracting/construction is necessary. Thorough familiarity with procedures and protocols for the placement and following of Service Orders and Repair Tickets with the Operating Company, as well as the ability to understand Telco Customer Service Records (Form 9145 and USOCs) is necessary. Suitable training and experience with the functions and responsibilities described above is also requisite. A bachelor's or graduate degree in Electrical or Electronic Engineering, Telecommunications, Business or related field is beneficial, and shall be accorded due consideration and weight. Candidates shall possess management and supervisory experience commensurate with the number of personnel to be supervised and the types of activities to be managed by the Administrative Manager.

Candidates must possess a strong background in voice and data communications, including an extensive theoretical and practical knowledge of telephone switching systems and all Telco and private facilities and transmission systems and methods, including POTS, Centrex/ESSX, E&M, analog and digital voice and data grade circuits, copper, carrier and optical fiber transmission media and their related systems, inclusive of T-Carrier, as well as distribution systems (cable and wiring). Candidates shall be experienced in the design and implementation of structured cable systems for buildings and campus environments, and shall also be experienced in the production of written specifications for the performance of said work. Knowledge and experience with prevalent and emerging LAN/WAN communication standards and methodologies is necessary, including Frame Relay and ATM. Strong project development and project management skills are essential.

Candidates shall be required to work extensively with IBM compatible microcomputers and their peripherals in the performance of job duties. The use of database, spreadsheet, wordprocessing, and other more specialized applications inclusive of SMDR, CAD and other technical applications shall be extensive. The Microsoft Office Suite is the current agency standard, but experience with SQL application development (Visual Foxpro, etc.) is highly desirable. Competence with AutoCAD 2002 (or earlier version back to R12) is essential. Candidates must be qualified and capable of inputting their lengthy and complex documents in a competent and timely manner. The ability to develop applications, and the willingness to migrate to new applications, operating systems and platforms is desirable.

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Candidates should be familiar with and preferably certified in the design/configuration, maintenance and administration of the equipment comprising the Sheriff's Office Telecommunications Network, the primary components of which are Nortel Meridian 1 PBX and Meridian Mail systems. Candidates lacking current certification on systems and components deployed by the Sheriff's Office shall be required to submit to the necessary training and certification process. Travel, for periods of up to several weeks, or months, to out of state training locations may be required.

Candidates' employment may be conditioned upon satisfactory completion of necessary training, and achievement of manufacturer's Certification to maintain or administer the equipment or systems. As a significant investment may be made by the Palm Beach Sheriff's Office in providing the Administrative Manager with training and certification opportunities, Candidates shall be required to enter into a contractual agreement to reimburse the Sheriff's Office for all such expenses, inclusive of course registration/tuition fees, travel, lodging and related expenses incurred for such education purposes, should the employee elect to resign during training, or within two years of completion of said training.

Candidates are of course required to be capable of competent articulation and expression, both verbally and in written documents. In addition to excellent communication skills, excellent interpersonal skills are essential. A valid State of Florida Driver's License is required. The ability to work well in stressful situations, and when under pressure is requisite.

WORK SCHEDULES:

The Administrative Manager shall generally work a regularly scheduled shift corresponding to the normal business hours of the Palm Beach County Sheriff's Office. The standard business hours are presently 8:00 A.M. through 5:00 P.M., Monday through Friday, excluding County observed legal holidays.

The Administrative Manager occupies a salaried management position which is exempt from wage and hour restrictions. The Administrative Manager may frequently have need to or be expected to work hours outside of and/or in excess of the minimum, regular business hours. Excess work hours are generally dictated by the volume and nature of the work. The Administrative Manager is required to be available for emergency calls twenty-four hours daily, seven days per week, including availability by telephone and department issued pager and/or cellular telephone at all times. Due to this requirement and condition of employment, the Administrative Manager is provided with the benefit of an assigned, agency provided vehicle for work, which may be utilized during off duty hours subject to department rules and regulations.

SALARY AND BENEFITS:

The base salary for an Administrative Manager is currently \$51,900 annually. The salary range for this position currently reaches its maximum after ten years of continuous

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employment, at \$77,136 annually. Subject to approval of Sheriff's Office budgets by the Board of County Commissioners, annual merit increases may be granted to employees who earn satisfactory evaluation during their Annual Employee Review. Periodic cost of living increases may also increase the salaries indicated herein. Complete details of the Sheriff's Office Merit Increase Policy and Annual Employee Review are contained within the Sheriff's Office Manual.

Liberal benefits including group medical, dental and life insurance programs, as well as paid vacations, sick leave and non-contributory retirement plans are offered to all full time employees of the Sheriff's Office. Particulars of employee benefits and leave policies are available from Human Resources. The Palm Beach County Sheriff's Office is an Equal Opportunity Employer.

APPLICATION PROCEDURE:

The Palm Beach County Sheriff's Office Employment Application must be completed in its entirety, in strict accordance with the instructions provided with said application, and in accordance with any supplementary instructions provided by Human Resources. Indicate the specific position being applied for, (Administrative Manager – Telecommunications Section) upon the first page of the Application Form.

The Division of Information Technology and Telecommunications, Telecommunications Section *Application Supplement* inclusive of the Qualification Appraisal Forms must be completed in their entirety. If an area of endeavor or experience is not applicable to the candidate, or the candidate has no experience, training or qualification in a particular area, the appropriate response/comment (ie: None, Not Applicable, Etc.) should be inserted upon the sheet. Qualification Appraisal Form Continuation Sheets are provided for detailed responses which require additional space. Continuation Sheets may be duplicated as necessary to accommodate the Candidates submissions. The applicable topic should be inserted on the indicated line upon the form. Candidates should read those sheets and the Description of Duties and Responsibilities thoroughly and carefully.

All forms, Application Supplement pages, Qualification Appraisal Sheets and Information and Instruction sheets supplied to the candidate must be signed and returned to the Sheriff's Office with the Application. Each page of the Application Supplement, including the Information Sheets and Qualification Appraisal Forms supplied supplementary to the Sheriff's Office standard Employment Application must be signed and dated in the spaces furnished following the Certification declaration. If the Application Supplement was furnished electronically (PDF file via e-mail) the entire document must be printed, completed and signed and dated as specified herein. It is suggested that the applicant retain a photocopy of his/her application material. Applications which are submitted without the required, completed Application Supplement shall not receive consideration.

Candidates must submit documentary evidence of all education and training claimed upon the application. Copies of Certificates, Diplomas, Transcripts and related

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documents shall be submitted with the Application. Candidates will be required to produce the originals of all such documents, for verification, at the time of employment interview, if such interview is granted.

Candidates are required to submit copies of examples of the Candidates original, qualifying work (that is examples that are the product of the Candidates own work) representative of the types of documents and reports that shall be produced by an Administrative Manager. Examples of qualifying documents include: Requests For Proposals, Requests For Quotations, Requests For Information, Bid Specifications, Technical Specifications, Management Economic Analyses, Technical Analyses, Evaluation of Proposals, Contracts and Contract Administration documents, Project Development and Management documents and such related documents as will demonstrate and support representations of qualifying experience, capabilities and competence. Applications which are submitted without the required work product exemplars shall not receive consideration. ***Applicant, by virtue of submitting examples of qualifying work product, certifies that said submissions are authentic and are in fact the applicant's original work product. Any misrepresentation shall be cause for rejection of the Application, and any misrepresentation discovered subsequent to an offer of employment or subsequent to employment having commenced shall result in immediate termination of employment and forfeiture of any benefits accrued during the term of employment.***

Candidates are required to submit a detailed, current resume in addition to the required application and supplementary forms. A resume shall not suffice in lieu of the other required documents and forms.

Completed Application Forms and all accompanying documents must be mailed or delivered to:

Human Resources
Palm Beach County Sheriff's Office
3228 Gun Club Road
West Palm Beach, Florida 33406-3001

RE: Administrative Manager Position – Division of Information Technology and Telecommunications, Telecommunications Section.

Absolutely NO interviews shall be granted to applicants at the time of submission of their application documents. Candidates who shall be granted an employment interview will be contacted and provided with an appointment only after a thorough review of the application documents has been completed. NO TELEPHONE CALLS regarding application status shall be accepted from applicants. Candidates selected to participate in an employment interview shall be contacted to arrange the interview appointment. All applicants shall receive notification of the ultimate disposition of their application.

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ADMINISTRATIVE PROCEDURE



**SUBJECT: ADMINISTRATIVE MANAGER;
TELECOMMUNICATIONS SECTION**

INDEX AS: TELECOMMUNICATIONS MANAGER

DATE ISSUED	DATE EFFECTIVE	REVISION NUMBER	PAGE
2/10/1998	2/10/1998	2 – 5/3/2002	1 of 4

- I. **PURPOSE:** To establish guidelines for fulfillment of duties and responsibilities of the position of Administrative Manager, Division of Information Technology and Telecommunications, Telecommunications Section.
- II. **SCOPE:** This shall apply to the person occupying the position of Administrative Manager, Division of Information Technology and Telecommunications, Telecommunications Section, Palm Beach County Sheriff's Office.
- III. **DUTIES AND RESPONSIBILITIES:**
 - A. Lead, direct, coordinate and control the services and operations of the Telecommunications Section.
 - B. Deploy and utilize resources to effectively respond to needs for communications services.
 - C. Observe and evaluate performance, equipment and training of subordinate personnel.
 - D. Administer or supervise administration of discipline of subordinates.
 - E. Prepare or review performance evaluations of subordinate personnel.
 - F. Endorse all recommendations or requests for hiring or transfer.
 - G. Visit and inspect department facilities within the Command. Insure orderly condition, and that assigned equipment is accounted for and in good condition.
 - H. Command the Telecommunications Section.
 - I. Responsible for:
 1. Proper performance of functions designated for this Command.
 2. Efficiency and discipline of personnel under his command.
 3. Informing members of Command of current directives and orders.
 4. Serviceability, proper care, use and maintenance of equipment and resources assigned to his command.
 - J. Instruct and frequently test the knowledge of members of command in their duties and responsibilities.
 - K. Investigate and report on communications conditions and activities.
 - L. Examine all books and records of the Command

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ADMINISTRATIVE PROCEDURE

Page 2 of 4

- M. Create, compile, maintain, examine, review and supervise the maintenance of adequate and accurate records, books, files and automated information and records of Command.
- N. Make frequent personal inspections of the equipment and general appearance of members of the Command.
- O. Delegate tasks and responsibilities, as appropriate.
- P. Review activity of members of the Command daily, and prepare summary of activity each month.
- Q. Assign personnel according to the needs of the Command. Members having special qualifications are to be assigned to permit the greatest use of their abilities.
- R. Assign personnel to specific operational, staff or technical functions.
- S. Be thoroughly familiar with performance evaluations and personnel file of subordinates.
- T. Utilize resources of the Command to cope efficiently with existent problems and accomplish the mission of the Command and the Sheriff's Office.
- U. Represent the Sheriff's Office at meetings, when designated.
- V. Administer command discipline.
- W. Cooperate with other units, departments and agencies to accomplish mission of the Command and the Sheriff's Office.
- X. Supervise performance of administrative functions in the Command.
- Y. Evaluate training, planning and personnel functions and needs of the Command.
- Z. Prepare and maintain the financial budget for Telecommunications Section.
- AA. Prepare, manage and execute the Business Plan(s) and/or Strategic Plan(s) for the Telecommunications Section.
- BB. Prepare and direct preparation of management reports and economic studies.
- CC. Receive and process internal and external postal and electronic correspondence and communications directed to Command, inclusive of Public Records Requests, and furnish appropriate responses.
- DD. Manage, direct and supervise all procurements of communications systems, services, equipment and materiel.
- EE. Evaluate communications industry trends and technological evolution towards compatibility with the mission of the Command and the Sheriff's Office.
- FF. Anticipate and provide for agency growth and expansion in planning activities. Project systems requirements for future needs.
- GG. Specify, design and/or manage communications networks, systems and equipment necessary for voice and data communications.
- HH. Develop strategic and tactical plans for communications services.
- II. Manage and supervise the Telecommunications Section.
- JJ. Manage, direct and/or perform systems analysis.
- KK. Develop operational policies and procedures.

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- LL. Prepare and issue Requests For Proposals and Requests For Information and negotiate terms for communications equipment, facilities and services.
- MM. Evaluate and report on proposals, and issue recommendations.
- NN. Develop comprehensive and precise technical specifications for all bids and procurements. Formulate specifications based on requirements. Responsible for coordination, planning, design and estimating for procurements and contracting/construction projects.
- OO. Author and prepare Contracts and related documents.
- PP. Develop and maintain an extensive practical and theoretical knowledge of communications systems and technologies employed by or available to the agency and prevalent and emerging data communications standards and methodologies.
- QQ. Perform system programming, administration, maintenance and supervision of PBX (Private Branch Exchange), VMS (Voice Mail System), SMDR (Station Management Detail Recording/Reporting) and related communications systems.
- RR. Conduct investigations related to Station Management Detail Recording/Reporting as required for internal/disciplinary, internal/management, criminal or public records investigations, prepare reports and furnish testimony, as required.
- SS. Conduct investigations related to Inmate Telephone utilization, prepare reports and furnish testimony, as required.
- TT. Develop an extensive knowledge of Inmate Telephone Systems and technologies, and perform system programming, administration and supervision.
- UU. Develop an extensive practical knowledge of communications industry and government codes, standards and practices, and apply same.
- VV. Prepare written Technical Specifications and Scope of Work documents and Contractual documents, directing and regulating contractor's performance.
- WW. Design and manage implementation of Communications Distribution Systems for Voice and Data, for Campus and Building Distribution Systems, both at the Backbone level and workstation/voice terminal level, including Fiber Optic and Copper media, compliant with industry and government standards and practices and code requirements.
- XX. Prepare communications blueprints / architectural and technical drawings in AutoCAD.
- YY. Review and endorse all specifications created by or for the Telecommunications Section.
- ZZ. Perform project development and management functions and direct and supervise other members performing project duties. Functions and responsibilities include, but are not necessarily limited to, design, analysis, planning, specifying, bidding, procurement, coordination and implementation.
- AAA. Direct and/or control other operations or activities within the Command, as appropriate, and as directed by Commanding Officer, Division of Information Technology and Telecommunications, or other competent authority.
- BBB. Serve as primary agency interface with Regional Bell Operating Company and vendors.
- CCC. Provide for the maintenance and administration of all telecommunications facilities and equipment.

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- DDD. Direct the processing of, and approve and endorse all bills, invoices and account statements for telecommunications services and equipment. Responsible for accurate reconciliation and payment of all bills and invoices, and investigation and resolution of unusual, questionable or erroneous charges, and the identification of expenditure trends for management purposes. Assist Telecommunications Specialist in reconciliation of complex bills.
- EEE. Respond to and render decision and action upon requests for telecommunications service. Perform and direct needs analysis, station surveys and economic analysis preliminary to coordinating, planning, estimating, designing or specifying systems and services.
- FFF. Analyze Trouble Reports and Trouble Conditions, inclusive of performance/direction of differential diagnostics, in order to direct remediation.
- GGG. Provide for the cost effectiveness and efficacy of telecommunications operations.
- HHH. Monitor performance of vendors, contractors and service providers, and maintain favorable cost benefit ratios.
- III. Maintain inventory control for equipment, materiel and supplies assigned to, utilized by or assigned/issued by the Command.
- JJJ. Perform or direct SMDR, traffic analysis, trunking studies and other system performance analyses.
- KKK. Direct and supervise installations, alterations, maintenance and repair of telecommunications systems and services.
- LLL. Manage, direct and supervise all procurements, installations and operation of telecommunications systems, equipment, materiel and services.
- MMM. Perform work with business, technical and scientific computer applications, including CAD, database development/management, spreadsheet, word processing, graphics, PBX management and administration, SMDR/CDR, etcetera, with a variety of computer hardware and application software.
- NNN. Develop and maintain an appropriate level of technical expertise with communications systems and technology. Maintain level of expertise with emerging and evolving technologies pertinent to this position.
- OOO. Perform other duties and functions and related work, and prepare relevant documents and records, as appropriate, and as directed by Commanding Officer, Division of Information Technology and Telecommunications, or other competent authority.

DRAFTED BY: B.H.F.
DATE DRAFTED: 2/9/1998
LAST REVISION: 05/03/2002

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