

County of Henrico Job Classification

Correctional Support Technician



General Summary of Classification:

This civilian classification helps deputies and staff maintain jail security and conduct monitoring activities. Responsible for operating complex security and video equipment, maintaining records, managing egress, and for reporting unusual circumstances. May perform equipment inspections, manage egress points, and handle facility visitors.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Performs virtual surveillance of assigned areas within or around the jail facility.
- Operates cameras, telephones, computers, control, radio, and intercom systems simultaneously.
- Controls passage through doors or gates.
- Promptly reports any potential safety, security, or welfare threats.
- Regularly inspects security and video equipment; submits work orders as necessary.
- Manages entrances and exits, including processing identification and managing logs.
- Effectively interacts with inmates, the public, sworn and non-sworn staff.
- Tracks movement throughout facilities.
- Adheres to all safety standards established by Henrico County Sheriff's Office, Department of Criminal Justice Services (DCJS), Department of Corrections (DOC), American Correctional Association (ACA).
- Creates and maintains accurate records and documentation in compliance with all DCJS regulations and departmental policies.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Develops and maintains working knowledge of applicable mandated standards and regulations (DCJS, DOC, ACA, PREA); Develops and maintains working knowledge of the Sheriff's administrative and facility operations, including occupational hazards, and safety precautions.
- **Technical:** Ability to use computer and typical business software, proprietary software and application, and wireless technologies for communication.
- **Interpersonal, Communication and Customer Service:** The ability to communicate clearly, confidently, and accurately verbally and in writing; excellent collaborative skills.
- **Decision-making and Authority:** Ability to understand and follow complex instructions, policies, processes, and policies, including federal, state, and local regulations; must be able to quickly assess situations and to respond appropriately in emergency and/or high-risk situations.
- **Leadership:** Non-supervisory; ability to work independently with minimal supervision and as part of a team.

- **Environment:** Corrections environment; may work in secure locations such as control rooms, egress points, and other areas within the jail; inspects monitoring technology and equipment throughout the property.
- **Physical:** Visual and hearing acuity sufficient to differentiate shapes and colors on a monitor and to recognize unusual circumstances; good observation and memory skills with strong attention to details; stamina to walk, stand, or remain seated for extended periods of time.

Minimum Education and Experience:

- **Education:** High school diploma or equivalent.
- **Experience:** Some experience in corrections or security is preferred.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Requires a pre-employment physical examination, medical and other tests administered by Henrico County Employee Health Services.
- Must successfully complete the Henrico Sheriff's Office Correction Support Training Program.
- Serves at the will of the Sheriff (Elected Constitutional Officer).
- Valid Virginia Driver's License.
- Must be able to work a flexible schedule.

Job Code: G.D.U.0004

Date of Last Revision: 15-Sep-2026

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.