

Job description

ABOUT THE POSITION IT Technician

This is the entry level class in the Information Technology Department and is responsible for performing a full range of duties and responsibilities with a high degree of confidentiality.

Under general supervision, the Information Technology Technician performs technical and specialized support in the areas of maintenance, installation, testing and troubleshooting of computer hardware and software, which includes programs for confidential records and data, communications equipment.

Example of Duties

- Provides general technical support of computer hardware and software problems; performs installation, troubleshooting and maintenance of county computers, printers and basic network cabling.
- Maintains an accurate inventory of all computer equipment and supplies.
- Schedules routine computer maintenance.
- Trains users on the use of computers, printers and software packages, web-based technologies, and various county systems.
- Maintain, update and manage assigned helpdesk tickets.
- Prepare clear and concise reports and maintain accurate and complete records.
- Performs related duties as required.

Typical Qualifications

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education and Experience:

One year of professional computer support experience which has included computer operations or technical support on a variety of operating system, software, hardware. Having an A+ certification with 1 year of experience would be beneficial for this position.

License: Must possess and maintain valid Texas driver's license and have a satisfactory driving record.

Other Requirements: Candidates should be able to pass a background check and fingerprint. This position is subject to random drug testing before being hired and during employment. New hire must become CJIS Certified within 1 month of employment to work on Police Department systems.

Physical Demands: Must possess mobility to work in a standard office setting, use of standard office equipment requiring repetitive hand movement and coordination including the use of a computer keyboard. Must be able to operate a motor vehicle to visit various county and meeting sites; stamina to stand and walk; ability to lift and carry materials weighing up to 50 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the phone.

Working Conditions: Work in general office environments with some travel to different sites and share on-call duties to troubleshoot and resolve emergency problems.

Job Type: Full-time

Pay: \$25,000.00 - \$35,000.00 per year