



**ECTOR COUNTY, TEXAS  
HUMAN RESOURCES DEPARTMENT**

**SERVICE DESK TECHNICIAN  
ECTOR COUNTY INFORMATION TECHNOLOGY DEPARTMENT**

Ector County Information Technology is in need of a Service Desk Technician, the role of the Service Desk Technician is to ensure proper computer operation so that end users can accomplish the County's business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as, require that the individual give in-person, hands-on help at the desktop level to include all SAAS. Must be available for on-call status after standard business hours.

**PRIMARY DUTIES:** Create and maintain documentation as it relates to Help Desk, work order tickets, phone changes and configurations, and service records. Maintain Odyssey Navigator best practice documentation pertaining to each module. Assist in the deployment of workstations, servers, printers, scanners, and all host security systems. Perform hands-on fixes at the desktop level. Install software; perform preventative maintenance, to include virus removal and reimaging. Complete job description available in the Human Resources Department.

**KNOWLEDGE AND EXPERIENCE:** High School or GED certification; exceptional knowledge of desktop computer hardware and software, operating systems and knowledge of a range of diagnostic utilities. Two (2) plus years of related work experience.

**MINIMUM QUALIFICATIONS:** Must have a valid Texas Driver's License with an insurable driving record.

**SALARY:** DOE plus excellent benefits; work days & hours: Monday-Friday, 8:00 a.m. – 5:00 p.m.; occasional weekends and nights and will be on rotating "On – Call" schedule.

**DEADLINE:** Until sufficient applications have been submitted for consideration

Please apply in the Human Resources Department at Ector County Annex Building 1010 E. 8<sup>th</sup> Street, Room 126, Odessa, Texas 79761. Ector County does not discriminate on the basis of race, color, national origin, sex, religion, age and disability in employment or the provision of services.

**Notice:** Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. This employer will provide the social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DJHS), with information from each new employee's Form I-9 to confirm work authorization. Passing a pre-employment urinalysis drug screen is required.

09/10/2024

Job #