



Systems Support Technician

Information Technology

IT/8
Pay Grade: 14

JOB SUMMARY

This position provides technical support for the maintenance and utilization of the county's information technology systems.

MAJOR DUTIES

- Answers Help Desk calls and provides operational assistance in the implementation and utilization of IT hardware or software.
- Troubleshoots and resolves PC, network connectivity, and other IT hardware/software issues.
- Assists in the addition of new users to the network and in the establishment of rights and privileges in accordance with county computer use policy.
- Assists in setting up equipment for employee use; ensures the proper installation of cables, operating systems, and software.
- Trains users in the proper utilization of enterprise servers/applications.
- Performs routine backups and restoration of servers.
- Installs, maintains, and repairs hardware, software, and other IT equipment.
- Assists in the set-up and installation of networking equipment, including routers, switches, access points, firewalls and servers.
- Consults with hardware and software vendors for troubleshooting and problem resolution.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology systems and internal controls.
- Knowledge of information technology best practices.
- Knowledge of relevant local, state and federal laws.
- Knowledge of customer service and end user support procedures.

- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise reports.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Director or Assistant Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include information technology best practices and county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related technical duties. Frequent changes in technology contribute to the complexity of the position.
- The purpose of this position is to provide technical support for the operation and maintenance of the county's IT system. Success in this position contributes to the efficiency and effectiveness of county operations.

CONTACTS

- Contacts are typically with co-workers, other county personnel, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Must have a high school diploma or GED from an accredited institution.
- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position is covered by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date