**Job Description – Technician, Information Technology**

**Position Title:** Technician, Information Technology (IT)

**Job Family:** County Judge

**Reports to:** Director, Information Technology

**FLSA Type:** Non-Exempt

**General Summary:**

Assists Van Zandt County personnel with computer, network, telephone, radio, and office machine issues. Assists the IT Director with the planning, organization, development, coordination, implementation, and maintenance of the information systems. Communicate with end users regarding IT questions and provide assistance with various issues. Has contact with department heads and/or staff in order to coordinate and complete assigned responsibilities, outside departments utilizing automated systems or equipment developed and/or maintained by IT personnel, county departments, vendors, contractors, outside agencies, and other county employees.

**Essential Responsibilities and Job Functions:**

* Responsible for the application of systems analysis techniques and procedures, including consulting with users to determine hardware, software or system specifications;
* Designs, develops, documents, analyzes, creates, tests and/or modifies computer and network systems, databases, or programs, based on and related to user or system design specifications;
* Designs, documents, tests, creates, and/or modifies computer and network technologies related or interconnected to operating systems;
* Prepares systems development project plans and schedules;
* Evaluates design alternatives of current and proposed information processing and network systems to ensure efficient utilization of resources;
* Analyzes network and computer specifications for efficiency, functionality, and conformance to established standards;
* Recommends technical solutions and improvements to automated systems;
* Ensures that project are implemented to departmental standards;
* Maintains complex phone, P-25 radio, network, server, and computer systems and programs;
* Provides training, user instructions, and system documentation for implemented systems according to established standards;
* Reports project activity and status to stake holders and management;
* Analyzes software packages to meet users’ needs;
* Prepares systems design alternatives according to established standards;
* Identifies documents and evaluates information requirements at various management and operating levels;
* Trains end users in capabilities and function of their systems, and guide them in dealing with related issues and problems;
* Attends and participates in meetings, training and information sessions;
* Stays abreast of new trends and innovations in the field;
* Commits self to providing excellent customer service and demonstrate commitment through cooperative team and individual efforts;
* Creates a high quality work culture through participation in and emphasis on training and mentoring to develop leadership, management, and technical skills in self and all employees, including safety related training and skills.
* Performs the duties of Extended Emergency Support Attendant. This duty will extend beyond standard workday and weekend hours and is on a periodic rotational basis;
* Performs related work as assigned.

**General Qualification Guidelines:**

**Experience and Education**

* Knowledge of: coding; networking standards and best practices; computer software and hardware operations; standard software applications; computer peripherals; the principles and practices of effective customer service; English usage, grammar, punctuation and spelling; techniques for effective interpersonal communications; modern office procedures, methods and computer equipment to include Windows and Microsoft based products.

**Knowledge, Skills and Abilities**

* Ability to identify, troubleshoot, research and provide solutions to hardware/software problems
* Ability to communicate technical issues and solutions to a non-technical audience; prepare and maintain records, maintain filing systems, compile and organize information; adaptability to learn quickly in various technical and creative environments, while delivering quality work by tight deadlines and within budget
* Ability to deliver efficiency and quality at the highest of standards; recognize, analyze and provide solutions to information technology
* Ability to communicate effectively both orally and in writing.
* Knowledge, skills, and experience working with LAN/WAN infrastructure technologies, LAN/WAN and Operating System security.
* Solid knowledge of TCP/IP, SMTP, POP3, HTTP, and FTP.
* Skills to make mathematical computations, prepare clear, concise and comprehensive written and electronic reports, and staff studies; and establish and maintain cooperative and effective relationships with those contacted during the course of work.
* Knowledge to install computers, printers and components, including the hardware configuration, cables and connectors, network connections, and software.
* Knowledge to perform system administration, including enrolling users, defining security, creating directories, and installing new releases of software.
* Knowledge to determine end user needs and make recommendations.
* Skills to provide limited training for employees on hardware and software, and serve as help desk support for end user questions and problem resolution.
* Ability to maintain documentation for hardware and software, standard procedures, problem resolution, and inventory tagging and recording.
* Ability to work under pressure and meet deadlines.
* Knowledge to use varying types of business computer networking technology equipment.
* Ability to learn and use varying types of business software applications.
* Ability to maintain confidentiality of all county information not considered to be public information by legal statute.
* Ability to work within statutory guidelines established by state and local government.
* Ability to multi-task, prioritize and handle frequent interruptions.

**Certificates and Licenses Required**

Bachelor’s degree in Computer Science or related field. Or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities. Must have or obtain by date of hire a valid driver's license applicable to job responsibilities, with a driving record acceptable to Van Zandt County. Possess and maintain recognized current certification, or complete specialized training to ensure up-to-date knowledge of installed upgrades, added modules or other enhancements during course of employment. Preferred certifications include TIA A+.

**Physical Demand Code**

* 30% Time Spent on M – Medium
* 40% Time Spent on L - Light
* 30% Time Spent on S – Sedentary
* F – Frequently
* 1,2,3,4,5,6,7,8,10,11,12,13,14,15,16,17,18,19,20

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**PHYSICAL DEMAND (overall strength) PHYSICAL DEMAND CODE**

Coordinating activities between own office and Standing/Walking

All other County offices

For most tasks, typing, operating, the computer, Sitting/Standing

writing correspondence, entering data, filing

Type, data entry, sort and distribute mail, write Fine Dexterity

Letters, complete benefits forms, build files

Installing computer/communications hardware Fine Dexterity

Type, data entry, sort mail, write, operate Vision

computer, read memos and regulations

Open file cabinets, reach files on top shelf, some Reaching

weigh more than 20lbs

Obtain files and paper from the floor, copier paper Bending

weighs 50lbs

Computer paper 50lbs, copy paper 50lbs, carrying Lifting/Carrying

documents to and from various County Offices

Telephone, communicating with citizens, referring Talking/Hearing

them to other offices, coordinating activities with

County Judge and all other county employees

**THIS IS A DESCRIPTION OF THE WAY THIS JOB IS CURRENTLY PERFORMED:**

**Machines, Tools, Equipment, and Work Aides**

Computer, printer, telephone

**Environmental Factors**

None

**Protective Equipment Required**

None

**Non-Physical Demands**

Ability to work courteously and professionally as a member of a team and work closely with others.

**SKILLS**

**Reading:** Instruction manuals, computer files, minutes, agendas, memos, letters, budgets, contracts, resolutions, reports, and requisitions.

**Writing:** Letters, messages to County employees, correspondence to outside agencies, reports, etc.,

**Math:** General math

**Reasoning:** Ability to follow instructions, use own initiative to schedule own work and prioritize tasks.

**Supervisory:** None

**Managerial:** None

**Interpersonal:** Ability to work courteously and professionally with the public, handles citizen complaints diplomatically, and possesses a great customer service attitude.

**Pre-employment requirements**

Physical and Drug test required

Background check required – This position will involve working with confidential information as designated by Texas Law Enforcement Telecommunications Systems for working with and around Criminal Justice Information Services. Employee must submit to a full, fingerprinted criminal background check run through the Department of Public Safety and maintained by the Van Zandt County Sheriff’s Office. Employee must acknowledge that any failure in this regard with result in termination.

**Work Scheduled/Hours**

Normal regular schedule is Monday – Friday 8am to 5pm

**NOTE:** This job description covers the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required.

**Employee Acknowledgement**

This confirms that I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received a copy of my job description with Van Zandt County and I recognize that job duties may be changed, amended or supplemented at any time, and that such changes will supersede this job description.

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| --- | --- | --- |
| Employee signature |  | Date |