

COUNTY OF GILLESPIE
JOB DESCRIPTION



Information Technology Technician For
Information Technology

Position/Title: Information Technology Technician

Department: Information Technology

Pay Grade: 16

FLSA Category: Non- Exempt

GENERAL DESCRIPTION

The Information Technology (IT) Technician assists in the installation, setup and configuration of existing and new IT equipment and technology-based systems. This would include hardware & software installations; technical support; pulling cables; hardware delivery; setup/removal of hardware/software; and troubleshooting hardware/software issues.

ESSENTIAL JOB DUTIES:

Essential duties/functions, under the supervision of the Information Technology Systems Administrator or the IT Assistant Administrator, may include but are not limited to the following:

- Provide support to all county and designated non-county systems and applications.
- Troubleshoot basic hardware, software, and network operating systems.
- Provide orientation to new users of existing technology.
- Maintain current and accurate inventory of technology hardware, software, and resources.
- Monitor and maintain technology to ensure maximum accessibility and security.
- Ensure technology is equipped with current hardware and software.
- Troubleshoot basic technology issues.
- Maintain log and/or list of required repairs and maintenance.
- Provide network access to all county and non-county authorized departments.
- Install workstations, printers and other hardware as needed.
- Connect and setup hardware.
- Load required software.
- Monitor security of technology.
- Install and maintain secure passwords.
- Identify and prepare hardware for disposal when appropriate.
- Attend training conferences out of town as required.

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Communicate effectively, both verbal and written.
- Manage multiple and changing priorities as may be necessary.
- Establish and maintain effective working relationships as necessitated by work assignments.
- Effectively deal with the public in a professional and positive manner consistent with the requirements of being a public servant.
- Function with a minimal amount of supervision, meet frequent deadlines and be detail oriented.
- Work a rotating on call schedule in the evening and weekends.
- Perform other related duties / functions as may be required or as delegated by the IT Director.

EDUCATION AND EXPERIENCE:

- Must be at least 18 years of age.
- Must possess a High School Diploma or equivalent.
- Must pass pre-employment background and CJIS security check.
- Must have two years' work experience in related field or an equivalent combination of education and related work experience that provides the required knowledge, skills, and abilities to perform the essential duties/functions of this position.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:

Certifications, licenses, professional designations, or other qualifications **required** for this position include:

- Must possess or be able to obtain within 30 days of employment, a valid Texas driver's license.
- Must possess or be able to obtain within 30 days of employment, a cell phone to conduct Gillespie County business. The County offers an established stipend for use of a personal cell phone.
- SECURITY REQUIREMENT – Must be able to obtain and maintain a Texas Department of Public Safety (DPS) CJIS security clearance.

ENVIRONMENTAL WORKING CONDITIONS AND SCHEDULES:

County facilities, including vehicles, are smoke-free and alcohol-free working environments. Location for this position includes various County facilities, County Jail and designated non-county facilities. Working conditions consist of both indoor (heated and air-conditioned as well as uncontrolled areas) and outdoor environments. Outside activity may take place in possible adverse conditions.

The position requires daily and prolonged repetitive motor movements, such as but not limited to: sitting, walking, climbing (including ladders), stooping and frequent movements of various supplies and/or equipment (lifting, pushing and pulling) of 50 pounds or greater loads. The request for assistance with extremely heavy objects is required for personal and material safety.

Daily work schedules, work locations and tasks to be performed will vary. Work hours may begin as early as 7:00 am or earlier due to area access requirements of facilities and/or departments. All work schedules must be approved by IT Systems Administrator Supervisor and/or a designated alternate.

Normal work schedule is Monday through Friday, eight (8) hours per day, 40 hours per week with an hour for lunch. Regular work attendance is essential. Employee must arrive to work on time, prepared to perform assigned duties and work assigned schedule. Employees are required to record their work hours properly and to submit time records promptly to their supervisor.

Scheduled on call duty for emergency support services could require after hours (Monday – Sunday) for remote and onsite physical response. Unscheduled hours including holidays, and/or weekends may be required in the case of excessive workloads, unforeseen personnel shortfalls, or emergency situations.

APPLICATION INFORMATION

No resume will be accepted in lieu of an application form. Applications can be downloaded from the Gillespie County "Employment Opportunities" link at <https://www.gillespiecounty.org/>

Please Return your completed application to:

Email: hr@gillespiecounty.org

In Person: Gillespie County Courthouse room 102-B

Mail: Gillespie County, 101 W. Main St., Mail Unit #11, Fredericksburg, TX 78624

Gillespie County is an Equal Opportunity Employer. A background check will be required of finalist. New or rehired potential employees will be required to provide documentary proof of their eligibility for employment. Gillespie County is a public employer; therefore, all applications are public information.

I have read and understand the essential duties / functions; skills and abilities; minimum requirements; and working conditions and schedules of this position.

Signature_____

Date_____