



JOB DESCRIPTION

TITLE	IT TECHNICIAN	PAY GROUP	
DEPARTMENT	INFORMATION TECHNOLOGY	FLSA Status	NON - EXEMPT

GENERAL DESCRIPTION

This full-time position assists in providing support and maintenance of county software and hardware under the direction of IT DIRECTOR. Position assists in coordinating training, business process analysis and implementation of county's integrated case management software.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- 1 Assess and implement business processes and procedures, coordinate training and assist in troubleshooting between various county departments related to integrated case management software
- 2 Repair and maintain desktop computers, network equipment and phone equipment for the County offices located within Bee County
- 3 Troubleshoot and resolve issues with county software applications, email and website
- 4 Perform audit and inventory maintenance of network technology equipment for the County
- 5 Perform administrative tasks related to computer and network equipment repair and purchases, phone equipment and website to include processing and preparation of reports
- 6 Communicate verbally and in writing with elected officials, department heads, county staff, vendors and other individuals to answer questions, disseminate or explain information and address complaints as related to technology department
- 7 Answer phone and email correspondence promptly.
- 8 Regular attendance is essential. Must arrive at work on time, able to perform assigned duties and work assigned schedule which may include overtime.
- 9 Reports to Senior IT Technician in absence of the IT Director.
- 10 Any other duty as assigned within the scope of the technology department.

EDUCATION REQUIREMENTS

- High School diploma or equivalent. Prefer Associates Degree in related field.
- Possess or actively pursuing appropriate hardware and software certifications, i.e. Microsoft, A+, Cisco, etc.

EXPERIENCE AND SKILLS

- 3+ yrs. experience with business computers in a multi-user office or local government environment.
- Ability to use variety of business computer networking technology equipment.
- Ability to learn and use varying types of business software applications.
- Intermediate knowledge of computer equipment and network hardware, including switches, routers and servers.
- Intermediate knowledge of Microsoft Office applications.

- Basic knowledge of website components and understanding of internet requirements for websites.
- Requires the ability to troubleshoot.
- Ability to maintain confidentiality of all County information not considered to be public information by legal statute.
- Ability to work independently, maintain focus and perform duties in a timely manner.
- Ability to communicate with county staff and other individuals in a professional, courteous and friendly manner.
- Requires the ability to work within statutory guidelines established by state and local government.
- Must be able to multi-task, use good time management skills, prioritize tasks and handle frequent interruptions.
- Must be able to perform assigned duties in an efficient manner and work well with others without posing a direct threat to the health and safety of self and/or others.
- Must possess a cooperative and positive attitude at all times at work.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Frequently performs work in a variety of environments and temperatures including dusty, damp, hot, cold and cramped spaces. While performing duties of this position, employee is regularly required to sit, walk, type, lift, push, pull, carry, bend, communicate, stand, kneel, squat, and climb. These physical demands are representative of those that must be met by employee to successfully perform the essential duties of this position.
- Must be able to move up to 15 pounds regularly and up to 75 pounds occasionally. Specific vision required by this job includes both up close and distance vision.
- May require some overtime as necessary including nights or weekends.
- Requires travel between various county buildings as appropriate and may include travel in inclement weather conditions as well as travel to technology related meetings and/or conferences.
- Must possess and maintain a valid Texas Driver’s License.
- Must conform with County policy on appropriate attire.
- Must be able to pass a thorough background check.

This confirms that I, _____, have received a copy of my job description with Bee County for the position of I.T. Technician and that I recognize that the job duties may be changed, amended, or supplemented at any time, and that such changes will supersede this job description.

Employee’s Signature

Date