



Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602
(512) 581-7120

An Equal Opportunity Employer

Title: Support Services Technician	Opening Date: September 12, 2022	Application Deadline: Open Until Filled	Job Posting Number: 220347
Department: Information Technology	Starting Salary: \$58,000-\$60,000	Location: Bastrop, Texas	Travel: Within Bastrop County

INTERNAL/EXTERNAL JOB POSTING

Brief Job Description: Performs support services on IT infrastructure components including computer hardware, software, networking, and telecommunications equipment. Routine tasks include diagnosing and correcting problems associated with hardware, software, networking, and telecommunications equipment located throughout Bastrop County. Additional responsibilities include monitoring and analysis of existing hardware and software, personal hands-on help at the desktop level and actively resolving end user helpdesk requests. Problem resolution techniques may involve the use of helpdesk support and diagnostic applications. The employee will work under general supervision with some latitude for the use of initiative and independent judgment. Maintains effective working relations with County Officials, Department Heads, staff and the general public. Maintains confidentiality of the department at all times.

General Knowledge, Skills, and Abilities: Must possess a working knowledge of network design and configurations, Microsoft operating systems, personal computer hardware and software, security software, telecommunications troubleshooting and problem resolution, and familiarity with performance monitoring and capacity management tools. Must have the ability and skills to recognize, analyze, and resolve network problems, provide desktop training, and work independently to accomplish job assignments. Must possess the skills needed to be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills; Must have the ability to maintain the confidentiality of information encountered in work activities at all times.

Qualifications: Two (2) to three (3) years previous experience performing network troubleshooting and problem resolution, hardware and software monitoring, desktop and PC diagnostic work and a working knowledge of telecommunications equipment; Completion of sixty (60) semester hours from an accredited college or university with major course work in computer science, management information systems, voice or data management experience or a related field is preferred; or an equivalent combination of education, training and experience.

Must possess a valid driver's license or proof of identity

Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities.

A Bastrop County Job Application is required, and can be completed online at:

<https://na3.docuSign.net/Member/PowerFormSigning.aspx?PowerFormId=a7d71333-73b6-4ae5-b3d7-a59c651de914>. A resume will be considered, but will not be accepted in lieu of application. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the county. This position may require shift work outside the normal business hours and weekends. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

IMPORTANT NOTE TO ALL APPLICANTS: Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: www.co.bastrop.tx.us/page/co.jobs



BASTROP COUNTY, TEXAS Job Description

Job Title: IT Support Services Technician

Department: IT Department

FLSA Status: Exempt

Reports To: Information Technologies Director

SUMMARY: Under the direct supervision of the Information Technologies Director, this position performs support services on IT infrastructure components including computer hardware, software, networking, and telecommunications equipment. Routine tasks include diagnosing and correcting problems associated with hardware, software, networking, and telecommunications equipment located throughout Bastrop County. Additional responsibilities include monitoring and analysis of existing hardware and software, personal hands-on help at the desktop level and actively resolving end user helpdesk requests. Problem resolution techniques may involve the use of helpdesk support and diagnostic applications. The employee will work under general supervision with some latitude for the use of initiative and independent judgment. Maintains effective working relations with County Officials, Department Heads, staff and the general public. Maintains confidentiality of the department at all times.

SUPERVISION RECEIVED AND EXERCISED:

Receives supervision from the Information Technologies Director;

Exercises no supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Install, configure, test, maintain, monitor, and troubleshoot computer and telecommunications software and hardware; diagnoses and resolves or escalates technical support associated with hardware, software, networking, and telecommunications equipment;
2. Receives and responds to support and service requests regarding end-user desktop problems; provides technical support for users; develops, documents, publishes and provides communications in user-friendly format and language regarding technology resources;
3. Monitors and analyzes existing hardware and software equipment; performs preventative maintenance necessary to maintain hardware, software, networking, and telecommunications equipment;
4. Responsible for technology inventory management and record keeping; accurately documents instances of equipment or component failure, repair, installation, and removal;
5. Assists in preparing, maintaining, and ensuring procedures for logging, reporting, and statistically monitoring desktop operations; prepares tests and applications for monitoring desktop performance; provides performance statistics and reports;
6. Interacts as needed with third-party support and technology equipment vendors; conducts research on desktop, network, and telecommunications products in support of technology procurement and development efforts; evaluates and recommends products for purchase; assists in developing long-term strategies and capacity

planning for meeting future hardware and software needs; assists in preparation of technical specifications for purchase of technology hardware and software and related products;

7. Provides accurate information, reports, and assistance as required to Elected Officials, Department Heads, employees, and the public regarding operations of Information Technologies Department;
8. Works as part of a team and maintains a cooperative, helpful attitude towards fellow workers, supervisors, and the general public;
9. Maintains confidentiality and security of information encountered in the course of job duties;
10. Performs related work or duties as assigned by supervisor.

OTHER FUNCTIONS: Performs other job related duties as directed by supervisor(s). **Regular attendance is considered an Essential Function of this job.** **NOTE:** The essential functions describe 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, nor are all duties listed necessarily performed by any one employee so classified.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Advanced principles and practices of network design and configuration;
IT infrastructure components including computer hardware, software, security software, and telecommunications equipment;
Troubleshooting and problem resolution techniques;
Personal Computer skills and software, including Microsoft operating systems;
Principles and practices of program development and record keeping;
Professional Customer Service skills;
Proper English usage, spelling, grammar and punctuation;
Data entry and retrieval;
Standard office policies, procedures, and equipment;
Bastrop County policies and procedures.

Ability to:

Read and understand technical manuals, procedural documentation, and OEM guides;
Recognize, analyze, and resolve network problems;
Provide training on technology equipment and software to users in user-friendly language and format;
Quickly identify and learn appropriate software and hardware;
Function independently, exercise good judgment, manage multiple projects, and meet deadlines;
Demonstrate initiative and professionalism;
Adjust to frequently changing priorities;
Record and disseminate accurate information from telephone conversations and personal contact;
Be detail oriented, and have strong communication, interpersonal, problem solving, analytical, organizational, conflict resolution, and stress tolerance skills;
Communicate clearly and concisely, both verbally and in writing;
Understand and follow verbal and written instructions;
Complete routine business correspondence;
Effectively speak to small audiences to convey information;
Properly interpret, understand and make decisions in accordance with laws, regulations and policies;
Conduct business with the public in a professional, courteous manner;

Establish and maintain effective working relationships with those contacted in the course of the job;
Operate equipment required to perform essential job functions;
Work in a safety-conscious environment and to follow and promote good safety practices;
Handle exposure to potentially hostile individuals;
Maintain confidentiality of information encountered in work activities at all times.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others; employee must have visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; lifting and carrying materials weighing up to 35 pounds such as computer equipment, files or stacks of records; occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and responsibilities, which may include:

Handling stressful situations;
Interpreting laws and regulations;
Effective interaction and communication with others;
Preparing clear and concise reports;
Making sound decisions in a manner consistent with the essential job functions.

EXPERIENCE, EDUCATION, and LICENSING:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two (2) to three (3) years previous experience performing network troubleshooting and problem resolution, hardware and software monitoring, desktop and PC diagnostic work and a working knowledge of telecommunications equipment;

Completion of sixty (60) semester hours from an accredited college or university with major course work in computer science, management information systems, voice or data management experience or a related field is preferred; or an equivalent combination of education, training and experience.

Education:

High School diploma or equivalent.

Licensing:

Possession of a valid Texas driver's license.

SELECTION GUIDELINES:

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

***** This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.