

Comanche County IT Specialist

Salary \$50,000 to \$65,000 plus benefits. Actual Salary depends on qualifications.

SUMMARY OF POSITION:

Performs entry-level computer systems support work. Performs a variety of hardware support and technical functions, involving the County computer systems and all IT needs; assisting with systems development and providing support to users with regard to programs, equipment and training.

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Commissioner's Court Designee

Other: Has regular contact with County Offices, County Departments and all other agencies.

EXAMPLES OF WORK:

Essential Duties*

Responsible for conducting daily backup of County Computer Systems;

Conducts daily activities associated with the user support system, to include technical advice and assistance regarding programs and operations;

Installs, maintains, and performs repairs to hardware, software and any other additional computer equipment; assists in the update of pc and mainframe application products;

Handle new employee IT orientation; issue County email addresses, cell phones and courthouse access equipment;

Assist in troubleshooting and solving routine computer and cell phone related problems;

May be required to develop user guides for products, systems, and training;

Maintains and interprets current information regarding County computer systems, VOIP and other technical data;

Assists in setting up equipment for employee use and performing and ensuring proper installation of cables, operating systems, and appropriate software; provides operational assistance in the implementation and utilization of systems hardware and software;

*for the purpose of compliance with the Americans With Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.

Maintains the County website;

Provides assistance to user departments and offices in the implementation and use of programs; may design and/or install PC and Mobile equipment and/or software.

Responsible for virus removal/cleanup; and

Maintains appropriate security controls over hardware and software.

Present an IT Budget to the Commissioner's Court.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Must pass a background check.

3+ years' experience with business computers in a multi-user office or local government environment.

Knowledge of the principals and practices of information technology and personal computer applications, as applied to systems support and operations; in particular, the IBM As/400, MS Windows, Office, and Mac.

Knowledge of computers, mobile technology and the peripherals that are associated with it and the ability to recognize and solve problems.

Ability to communicate concisely and accurately, both in writing and verbally, with county staff and other individuals in the professional, courteous and friendly manner.

Ability to present technical concepts and information to office and department staff.

Ability to establish and maintain effective working relationships with vendors, other county employees, and the general public.

Ability to use variety of business computer networking technology equipment and to use and understand varying types of business software applications.

Basic knowledge of computer equipment and network hardware, including switches, routers, and servers.

Ability to Update and maintain the County Website.

Ability to maintain confidentiality of all County information not considered to be public information.

Ability to work independently, maintain focus and perform duties in a timely manner.

Ability to manage mobile technology needs and issues.

*for the purpose of compliance with the Americans With Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.

Must be able to multi-task, prioritize tasks and to handle frequent interruptions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Bachelor's degree in computer science, or related field, with one year of related experience in computer systems and/or support

Or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

CERTIFICATES AND LICENSES REQUIRED:

Criminal Justice Information Services (CJIS) certificate or CJIS eligible.

*for the purpose of compliance with the Americans With Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.