

Job Description

Working Title: Technology Assistant
Department: Information Technology
Reports To: Technology Director
Classification: Group 68

Technical Support General Job Description

This position assists in providing support and maintenance of county software and hardware under the direction of the Technology Director. Position assists in coordinating training, business process analysis, deployment of equipment, and implementation of county's integrated case management software. Technical Assistant perform computer systems support and assistance for operational problems. Performs systems administration work involving maintaining the configuration and operation, and reliability of systems and installing and upgrading computer components and system software. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Performs cybersecurity incident detection, analysis, and prevention.

Essential Responsibilities and Duties:

1. Review and prioritize incoming operational issues and requests for technical assistance related to computers, software and standard office equipment; identify and log the type of problem or request; monitor the status to ensure a timely resolution.
2. Provide routine technical assistance troubleshooting software and hardware problems, as well as office equipment such as phones; recognizes and escalates difficult problems to a higher level of support.
3. Prepare and maintain operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
4. Perform cybersecurity incident detection, analysis and prevention.
5. Perform vulnerability scans of networks and applications to assess effectiveness and identify weaknesses.
6. Communicate verbally and in writing with elected officials, department heads, county staff, vendors, and other individuals to answer questions, disseminate information, and address complaints related to the technology department. Talk employees through a series of actions to resolve a problem and follow up to ensure problem has been resolved.
7. Reply in a timely manner to all email and phone correspondence.
8. Perform audit and inventory maintenance of technology equipment for the county.
9. Perform administrative tasks related to computer and network equipment repair and purchases, phone equipment, and website.
10. Regular attendance is required.

Additional Responsibilities:

1. Any other duty assigned within the scope of the technology department.

Education Requirements:

- High School Diploma or Equivalent
- Possess or actively pursuing appropriate hardware and software certifications, i.e. Microsoft, A+, Cisco, etc.

Experience and Skills:

- 2+ years working on/with business computers, in a multi-user office or local government environment
- Ability to use varying types 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 and G-Suite Applications
- Basic knowledge of website components
- Ability to troubleshoot using critical thinking
- Requires knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar. Must have the ability to read and understand information and ideas presented in writing. Must have the ability to read and write in English clearly to be understood by others.
- Must be able 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 others in a professional, courteous and friendly manner
- Ability to work within statutory guidelines established by state and local government
- Must be able to multitask, independently manage time, 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 themselves or others. Must possess and maintain a positive, cooperative attitude at work.

Physical Demands and Work Environment:

This position typically performs work in a variety of environments and temperatures including dusty, damp, hot, cold, and small cramped spaces. Employee is regularly required to stand, sit, walk, type, stretch, lift, push, pull, crawl, carry, bend, talk, hear, see, kneel, squat, climb, feel, use fingers to handle, and arms to reach and carry. Employees must be able to lift up to 15 pounds regularly and up to 50 pounds occasionally. Specific vision required for this job include both up close and distance vision.

Special Conditions:

- May require some overtime as necessary including nights, weekends, and holidays.
- Requires travel between various county buildings as appropriate and may include travel in inclement weather conditions
- Travel and attend technology related meetings and/or conferences
- Must possess and maintain a valid Texas Drivers License and personal auto liability insurance
- Requires appropriate modest attire necessary for technology related job duties
- Must be able to pass a background check