

HIDALGO COUNTY INFORMATION TECHNOLOGY DEPARTMENT

Job Title:	Technician III	FLSA Status:	Non-Exempt
Dept No:	200	Service Status:	Non-Exempt

SUMMARY:

This job supports the computers, printers, terminals and peripheral devices necessary to operate all hardware and software environments of the various county departments. Maintains computer setups, software installations and county equipment to ensure that the department is operating effectively. This position is under the direct supervision of the County CIO.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs or participates with others to perform technical repair services of computers, printers, terminals and networking devices;
- Required to travel to various points around Hidalgo County to pick up and deliver or field service equipment;
- Assists or provides cable-pulling and termination services as required;
- Good troubleshooting and repair techniques;
- Reads electronic schematics and makes necessary repairs with minimum supervision;
- Good organizational skills are required in order to keep proper maintenance records and allocate costs to individual jobs;
- Neat and orderly maintenance of the computer show area is a must;
- Knowledge of and or exercise of proper safety procedures are required;
- Some evening and weekend work will be required;
- Ability to work well with others;
- Performs such other duties as may be assigned;
- Regular attendance is a must;

QUALIFICATION REQUIREMENTS:

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 duties and responsibilities;

EDUCATION and/or EXPERIENCE

- High School Diploma or GED and at least 40 hours of college coursework in the area of computer field;
- Must have at least three (3) years experience in computer repairs;
- Knowledge of industry standard hardware and software preferred;

CERTIFICATES, LICENSES, REGISTRATIONS

- Employee must have a current valid Texas Motor Vehicle Operator's License;
- Must be able to be insured by the County's Insurance carrier;

OTHER SKILLS AND ABILITIES

- Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things;
- Requires the ability to read a variety of reports, correspondence, technical manuals, forms, logs, charges, etc.;
- Requires the ability to prepare a variety of reports using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style;
- Requires the ability to speak to people with poise, voice control and confidence;
- Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret and extensive variety of technical instructions in mathematical or diagrammatically form; and to deal with several abstract and concrete variables;
- Requires the ability to deal with people beyond giving and receiving instructions;
- Must be adaptable to performing under minimal level of stress when confronted with persons acting under stress;
- Employee may be assigned other duties in addition to those listed; duties may change according to the changing needs of the Department;

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel;

The employee must occasionally lift and/or move over fifty (50) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus;

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job;

The noise level in the work environment is usually high;

SAFETY REQUIREMENTS:

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

- sitting for extended periods of time;

- operating assigned equipment;

Maintain mental capacity which permits:

- making sound decisions and using good judgment;
- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

Effectively handle a work environment and conditions which involve:

- working closely with others;
- working in a multi-task environment;

Maintain effective audio-visual discrimination and perception needed for:

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

ACCIDENT PREVENTION PROGRAM:

Required to follow all departments' safety regulations;