

SENIOR FIELD SERVICE SPECIALIST

GRADE: 08

GENERAL DESCRIPTION

Provide technical assistance in a professional manner, act as liaison for election officials, and perform other required activities during each election; Performs maintenance, testing, preparation, training, delivery and return for voting systems – the ballot scanning equipment used on Election Day and the direct record electronic system (DRE) used in Early Voting and Election Day; Utilize bar code technology to record the movement of the voting equipment and components through out the election process; Provides assistance in inventory of all election equipment, components and supplies; Provided schedules for Judge/Clerk trainings and assisted in contacting them; Oversees the compiling and organizing of all election supplies.

EXAMPLES OF WORK PERFORMED

Performs maintenance and testing on the paper ballot scanning equipment and Direct Record Electronic voting equipment (DRE), connecting to Laptop and software;

Provides technical support of personal computers' connectivity to the online voter registration system and early voter posting system including installation of personal computers, monitors, printers, and network communications devices; Schedules installation by contacting client by phone;

Notifies supervisor of any mechanical, maintenance or safety issues with recurring problems related to any vehicles owned or rented by the department;

Provides assistance to early voting clerks and election officials in a clear and professional manner;

Performs the preparation, assembly, and proofing of the election officials supply kits;

Performs DRE electronic ballot proofing including audio;

Performs paper ballot proofing and distribution;

Prepares, Schedules and Performs pre-tests and public tests of all election equipment and components;

Delivers and tests the computers connectivity to the DRE equipment used for early voting;

Routes the delivery and return of the early voting and Election Day equipment and supplies;

Provides phone support to election officials on Election Day;

Utilizes bar code technology to record the movement of the voting equipment and components through out the election process and of election supplies

Provides technical support on Election Day and during the early voting process

Organizes all election supplies;

Schedules Early Voting and Election Day itineraries for trainings;

Contacts Judges and clerks;

Assists in election officials training by setting up equipment, chairs, and video equipment;

Trains Judges/Clerks in iVotronic, laptop, supplies, etc. as needed;

Resolves routine questions and problems concerning voting equipment and procedures

Troubleshoots in field service environment related to online voter registration system, early voting posting system, ballot scanning equipment, DRE equipment and network communications

Tests the voting system laptops to ensure connectivity and accuracy at Rally Stations prior to and on election night

Provides training, assistance and technical support to Rally station personnel on election night

Assists other department divisions as required

Surveys polling places for compliance with the Americans with Disabilities Act (ADA) to ensure that voters with disabilities are safe and have the ability to cast their votes without assistance

Acts as a liaison for election activities related to election services contracts with municipalities, school districts, and political parties

Attends training as assigned by supervisor to maintain, enhance, or acquire job skills

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Five (5) years related experience; Graduation from a high school or equivalent; Associate Degree in Electronics or Computer Science preferred; Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of the Election Code, Tax Laws, rules and procedures

Ability to read and interpret documents such as tax laws and ordinances, computer program instructions and election law procedures

Technical experience with multimedia equipment

Ability to write routine reports and correspondence

Experience in operating machines such as forklifts or other heavy machinery.

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 regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

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

WORK ENVIRONMENT:

Must be able to work extended hours and weekends when necessary;

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

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

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

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- 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
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

FIELD SERVICE SPECIALIST II

GRADE: 08

GENERAL DESCRIPTION

Provide technical assistance in a professional manner, act as liaison for election officials, and perform other required activities during each election; Performs maintenance, testing, preparation, training, delivery and return for voting systems – the ballot scanning equipment used on Election Day and the direct record electronic system (DRE) used in Early Voting and Election Day; Utilize bar code technology to record the movement of the voting equipment and components through out the election process; Provides assistance in inventory of all election equipment, components and supplies.

EXAMPLES OF WORK PERFORMED

Performs maintenance and testing on the paper ballot scanning equipment and Direct Record Electronic voting equipment (DRE), connecting to Laptop and software

Provides technical support of personal computers' connectivity to the online voter registration system and early voter posting system including installation of personal computers, monitors, printers, and network communications devices; Schedules installation by contacting client by phone

Notifies supervisor of any mechanical, maintenance or safety issues with recurring problems related to any vehicles owned or rented by the department

Provides assistance to early voting clerks and election officials in a clear and professional manner

Performs the preparation, assembly, and proofing of the election officials supply kits

Performs DRE electronic ballot proofing including audio

Performs paper ballot proofing and distribution

Performs pre-tests and public tests of all election equipment and components

Delivers and tests the computers connectivity to the DRE equipment used for early voting

Routes the delivery and return of the early voting and Election Day equipment and supplies

Provides phone support to election officials on Election Day

Utilizes bar code technology to record the movement of the voting equipment and components through out the election process and of election supplies

Provides technical support on Election Day and during the early voting process

Assists in election officials training by setting up equipment, chairs, and video equipment

Resolves routine questions and problems concerning voting equipment and procedures

Troubleshoots in field service environment related to online voter registration system, early voting posting system, ballot scanning equipment, DRE equipment and network communications

Tests the voting system laptops to ensure connectivity and accuracy at Rally Stations prior to and on election night

Provides training, assistance and technical support to Rally station personnel on election night

Assists other department divisions as required

Surveys polling places for compliance with the Americans with Disabilities Act (ADA) to ensure that voters with disabilities are safe and have the ability to cast their votes without assistance

Acts as a liaison for election activities related to election services contracts with municipalities, school districts, and political parties

Attends training as assigned by supervisor to maintain, enhance, or acquire job skills

May train others

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Five (5) years related experience; Graduation from a high school or equivalent; Associate Degree in Electronics or Computer Science preferred; Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of the Election Code, Tax Laws, rules and procedures

Ability to read and interpret documents such as tax laws and ordinances, computer program instructions and election law procedures

Technical experience with multimedia equipment

Ability to write routine reports and correspondence

HIDALGO COUNTY ELECTIONS DEPARTMENT

Job Title: Information Technology Manager **FLSA Status:** Non-Exempt

Dept No: 130-001 **Service Status:** Non-Exempt

SUMMARY:

Develop Geographical Information System analysis tools and maps for the Elections department. Encode programs, prepare test data, and test and debug applications. Update graphical information systems as required and provide the necessary documentation for other county departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for developing new software applications to adapt with department growth;
- Required to manage multiple database environments;
- In command of editing and creating lines, maps and streets in arcView GIS;
- In charge of vendor relationship management and staff supervision;
- Required to travel to various points around Hidalgo County to pick up and deliver any filed service equipment;
- Good organizational skills are required in order to keep proper maintenance records and allocate costs to individual jobs;
- Responsible for all electronic reporting duties of the department.
- Create, maintain, and update the departmental web site.
- Incorporate GIS information into the voter registration process.
- Migration of current voter registration list to the new state approved voting registration system.
- 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

- Bachelors in Computer Science, four (4) years experience in a computer related field and two (2) years experience in dealing with election processes;
- Knowledge in industry standard hardware and software;
- Must have experience in arcView GIS, and proficient in the use of MS Visual Basic/VBA, Map Info, HTML, SQL Server, Oracle, MS Access, dBase a plus,

Java, HTML, MS applications. Candidates must have experience in software development and database administration with knowledge Visual Studio.net, and Cold fusion;

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 speak to people with wit, 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 an extensive variety of technical instructions in mathematical or diagrammatic 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 County;

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 loud.

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;

ELECTIONS SYSTEMS MANAGER

GRADE: 15

GENERAL DESCRIPTION

Employee performs complex and supervisory elections systems programming and data processing work. Work involves planning, coordinating, and scheduling computer operations and developing new procedures and programs. Employee will supervise the work of others. Work with department head to maintain, modify, improve, and support elections systems computer applications; Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Oversees staff in planning and scheduling work and coordinating production

Ensures compliance with safety and operating procedures

Ensures the protection of the elections data maintained in the operations section

Coordinates site planning and preparation regarding changes to the elections systems or elections data communications configurations, and ensures that requirements are met

Contacts vendors concerning equipment and maintenance matters

Develops and establishes control and backup procedures for operations, and monitors for compliance

Advises and consults on proposed computer applications, including data transmission and the use of data communications equipment

Reviews reports of problems and evaluates the timeliness with which they are resolved, taking corrective action where appropriate

Supervises the work of others

Work with departments to determine user needs, analyze requirements, and design systems to meet needs

Define resource, database, and programming requirements based on needs

Plan layout and installation of new systems or modification to existing systems

Provide advice and consultation to department head on the implementation of system applications

Assist in the preparation of cost estimates of computer system changes

Establish security systems for elections system, including data integrity, and database management

Document procedures for implementing and using computer applications and programs

Communicate with users to promote smooth implementation of any new or modified programs

Train users in new software computer applications

Write new and modifies existing programs

Assist personal computer users with elections file system arrangements and setups

Assist users with hardware problems such as resetting printers and correcting operating system errors.

Install upgrades and patches on personal computer operating systems

Test and debugs programs

Perform or oversee regular maintenance operations in order to minimize down time of computer systems

Analyze system requirements in order to recommend reorganization of program alignment within department

Write/Review bid specifications for computer hardware and software

Read professional publications and attend meetings in order to stay abreast of new developments in the field

Prepare and maintain departmental budget

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Three (3) years experience in data operation, programming, systems, or related field. Supervisory experience preferred. Graduation from an accredited four year college or university with Bachelors in Computer Science, Information Systems, or related field preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of computer programs and procedures, of the use and operation of data processing computer systems, of principles of electronics and electronic data processing, of electrical and electronic safety procedures, and of data communication networks.

Skill in the use and operation of data processing computer systems and in effective technical communications

Ability to devise work methods and procedures, to analyze and solve work problems, and to supervise the work of others

Knowledge of the principles of Information Technology and Telecommunication Technology

Knowledge of the principles of budgeting and budget management

Knowledge of the principles of management and supervision

Knowledge of computer hardware and software availability and capability

Knowledge of modern systems analysis principles and techniques

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 regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally 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 25 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 encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions 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**
- **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**
- **communication with others**
- **required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations**

HIDALGO COUNTY ELECTIONS DEPARTMENT

Job Title: Elections Specialist	FLSA Status:	Non-Exempt
Dept. Code: 130-001	Civil Service Status:	Non-Exempt

SUMMARY:

Perform a variety of duties in assisting the Elections Manager with Elections processes such as Mail-In Ballots, scheduling and training of Judges and Clerks, organizing Elections Supplies and Ballot Board. Work is performed under the administrative direction of the Elections Manager and Elections Administrator.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for organizing all duties that pertain to Judges and Clerks.
- Assist in preparing election poll sites for Early Voting and Election Day.
- Provide public assistance in responding to calls, questions and requests for information.
- Organize and distribute election supplies.
- Assist and organize Ballot Board.
- Assist in sending notices of contribution and expenditure reports to office holders and candidates.
- Stay abreast of new and changing laws and legislation.
- Assist in the ordering of supplies and ballots to election workers, judges and clerks.
- Work with election judges, clerks, candidates on the ballots and the general public.
- Conduct orientations and trainings for the Election Judges and Clerks on procedures of the election process.
- Recruit and call potential election judges and clerks to work on Early Voting and Election Day.
- Work closely with verifying voting eligibility, processing requests to vote by mail and mailing ballots.
- Process voters' registration applications; examine and evaluate incoming registration applications, determine accuracy and verify voter.
- Organize and record registration applications; code applications according to precinct and enter valid information into computer.
- Prepare correspondence for applications and other parties involved in the process and notify applicants of their voters' status.
- Prepare all accepted applications and jackets for mailing ballots for storage at conclusion of election.
- Prepare all rejected applications and jackets with ballots for storage at conclusion of election.

- Work closely with Elections Manager to keep inventory by ballots.
- Any other duties as assigned.

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.
- Four (4) years experience in elections procedures.
- Bilingual is preferred.
- Must have excellent computer skills.
- Travel may be required.

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

- Must be able to lift 25 to 50 pounds.
- Must have agility.
- Must have good attendance.
- Must be on time.
- Must be able to work under pressure.
- Must be able to work under pressure to meet deadlines.
- Employee may be assigned other duties in addition to those listed and 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 or kneel.

The employee must occasionally lift and/or move over twenty-five (25) 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 moderate.

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.
- 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.

ADDITIONAL DUTIES AND RESPONSIBILITY

Approved by CC 3/25/03

- Assist the Executive Assistant with projects assigned by Elections Administrator.
- Assist the Executive Assistant and Elections Administrator with locating and contracting polling locations for county and/or contracted elections.
- Assist the Executive Assistant and Elections Administrator with preparing budget analyses and spreadsheets for expenses regarding elections Judges, workers and supplies, including mail ballot supplies.
- System Administrator IV.

ADDITIONAL DUTIES FOR SLOT #3

Approved by CC 12/16/03

- Provisional Balloting – Oversee Provisional Balloting and under direction of Elections Administrator, implementation of provisional balloting with and for Election Judges.
- Employee Supervision – Under the direction of the Elections Administrator, will supervise and train ten (10) or more employees (i.e. election workers).
- Fraud Supervision – Under the direct supervision of the Elections Administrator, will review, consult and provide report to Elections Administrator of any voting irregularities.

ELECTIONS SPECIALIST II

GRADE: 09

GENERAL DESCRIPTION

Performs specialized duties involved in processing and maintaining voter registration and election information. Assist the Elections Coordinator with election-related duties; perform assigned clerical work such as document processing and/or record keeping.

EXAMPLES OF WORK PERFORMED

Formulates the number of election judges statutorily required and assists in the certification process

Sets up election judge schools and helps train judges; assists in the preparation of the Election Judge Manual; assists in the placement of the election judges throughout Hidalgo County; generates pay sheets for the election judges and maintains their mileage records

Prepares specific computer programs and operations for each election which includes: Ballot Assignment Chart, Ballot Distribution Chart, Specimen Ballot Program, Election Judge Program, Polling Place Program, Absentee Voting Program, Student Absentee Voting Program and Incapacitated Program

Prepares monthly report of the Voter Confirmation Program; responsible for resolving all outstanding responses; compiles reports for the NVRA requirements; reviews and makes adjustments on the error report from the State Board of Elections.

Designs and produces camera-ready forms and certificates for the election process, which include: Applications to Vote, Voter Registration forms, Absentee Waiver forms, Certificate of Election/-Nomination forms, Election Judge Oaths, etc.

Prepares the office for in-person absentee voting and co-ordinates the mail-in absentee voting

Responsible for keeping maps accurate and updated for each elected district, adjusting as needed for annexations; also reflecting those changes on the computer voter program; communication is received from officials in various tax districts and shared with the County Director.

Inventories and helps in ordering office supplies and election supplies

Responsible for the file maintenance and retention of all election and voter registration documents

Performs complex and varied clerical duties such as classifying, consolidating, summarizing, sorting, filing, and distributing documents and information

Creates and maintains database of temporary personnel records. Processes weekly payroll documentation for distribution to outside vendor for payment

Coordinates with Information Technology (IT) to provide polling place information for the web page

Utilizes computer, calculator, and other standard office equipment to record, store, and retrieve information

Compiles complex and varied reports and correspondence, drawing from a variety of sources within and outside the department

Routinely answers customer questions via telephone and/or in person. Assists with resolving complex and problematic issues and questions

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Four (4) years office/clerical experience; Graduation from a high school or equivalent; Associate Degree or Vocational training related to the job preferred; Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Requires knowledge of the County community and its organizational structure; knowledge of the Election Code, Tax Laws and Vital Statistics rules and procedures

Ability to read and interpret documents such as tax laws and ordinances, computer program instructions and election law procedures

Ability to write routine reports and correspondence

Ability to speak effectively before the general public or employees of the organization

HIDALGO COUNTY
Elections Department

Job Title: **FIELD SERVICE SPECIALIST** **FLSA Status:** **Non-Exempt**
Dept No.: **130-001** **Civil Service:** **Non-Exempt**

SUMMARY:

Provide technical assistance in a professional manner, act as liaison for election officials, and perform other required activities during each election; Performs maintenance, testing, preparation, training, delivery and return for voting systems – the ballot scanning equipment used on Election Day and the direct record electronic system (DRE) used in Early Voting and Election Day; Utilize bar code technology to record the movement of the voting equipment and components through out the election process; Provides assistance in inventory of all election equipment, components and supplies; Provides schedules for Judge/Clerk trainings and assisted in contacting them; Oversees the compiling and organizing of all election supplies.

EXAMPLES OF WORK PERFORMED

Assists in performing maintenance and testing on the paper ballot scanning equipment and Direct Record Electronic voting equipment (DRE), connecting to Laptop and software;

Provides technical support of personal computers' connectivity to the online voter registration system and early voter posting system including installation of personal computers, monitors, printers, and network communications devices; Schedules installation by contacting client by phone;

Notifies supervisor of any mechanical, maintenance or safety issues with recurring problems related to any vehicles owned or rented by the department;

Provides assistance to early voting clerks and election officials in a clear and professional manner;

Performs the preparation, assembly, and proofing of the election officials supply kits;

Assists in performs DRE electronic ballot proofing including audio;

Assists in performing paper ballot proofing and distribution;

Prepares, Schedules and Performs pre-tests and public tests of all election equipment and components;

Delivers and tests the computers connectivity to the DRE equipment used for early voting;

Routes the delivery and return of the early voting and Election Day equipment and supplies;

Provides phone support to election officials on Election Day;

Utilizes bar code technology to record the movement of the voting equipment and components through out the election process and of election supplies

Provides technical support on Election Day and during the early voting process

Organizes all election supplies;

Schedules Early Voting and Election Day itineraries for trainings;

Contacts Judges and clerks;

Assists in election officials training by setting up equipment, chairs, and video equipment;

Assists in Training Judges/Clerks in iVotronic, laptop, supplies, etc. as needed;

Resolves routine questions and problems concerning voting equipment and procedures

Troubleshoots in field service environment related to online voter registration system, early voting posting system, ballot scanning equipment, DRE equipment and network communications

Tests the voting system laptops to ensure connectivity and accuracy at Rally Stations prior to and on election night

Provides training, assistance and technical support to Rally station personnel on election night

Assists other department divisions as required

Surveys polling places for compliance with the Americans with Disabilities Act (ADA) to ensure that voters with disabilities are safe and have the ability to cast their votes without assistance

Acts as a liaison for election activities related to election services contracts with municipalities, school districts, and political parties

Attends training as assigned by supervisor to maintain, enhance, or acquire job skills

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Three (3) years related experience; Graduation from a high school or equivalent; Associate Degree in Electronics or Computer Science preferred; Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of the Election Code, Tax Laws, rules and procedures

Ability to read and interpret documents such as tax laws and ordinances, computer program instructions and election law procedures

Technical experience with multimedia equipment

Ability to write routine reports and correspondence

Experience in operating machines such as forklifts or other heavy machinery.

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 regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally 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 lift and/or move over 50 pounds as required. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

Must be able to work extended hours and weekends when necessary;

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

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

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

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- 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
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

FIELD SERVICE SPECIALIST I

GRADE: 06

GENERAL DESCRIPTION

Provide technical assistance in a professional manner, act as liaison for election officials, and perform other required activities during each election; Performs maintenance, testing, preparation, training, delivery and return for voting systems – the ballot scanning equipment used on Election Day and the direct record electronic system (DRE) used in Early Voting and Election Day; Utilize bar code technology to record the movement of the voting equipment and components through out the election process; Provides assistance in inventory of all election equipment, components and supplies.

EXAMPLES OF WORK PERFORMED

Performs maintenance and testing on the paper ballot scanning equipment and Direct Record Electronic voting equipment (DRE), connecting to Laptop and software

Provides technical support of personal computers' connectivity to the online voter registration system and early voter posting system including installation of personal computers, monitors, printers, and network communications devices; Schedules installation by contacting client by phone

Notifies supervisor of any mechanical, maintenance or safety issues with recurring problems related to any vehicles owned or rented by the department

Provides assistance to early voting clerks and election officials in a clear and professional manner

Performs the preparation, assembly, and proofing of the election officials supply kits

Performs DRE electronic ballot proofing including audio

Performs paper ballot proofing and distribution

Performs pre-tests and public tests of all election equipment and components

Delivers and tests the computers connectivity to the DRE equipment used for early voting

Routes the delivery and return of the early voting and Election Day equipment and supplies

Provides phone support to election officials on Election Day

Utilizes bar code technology to record the movement of the voting equipment and

components throughout the election process and of election supplies

Provides technical support on Election Day and during the early voting process

Assists in election officials training by setting up equipment, chairs, and video equipment

Resolves routine questions and problems concerning voting equipment and procedures

Troubleshoots in field service environment related to online voter registration system, early voting posting system, ballot scanning equipment, DRE equipment and network communications

Tests the voting system laptops to ensure connectivity and accuracy at Rally Stations prior to and on election night

Provides training, assistance and technical support to Rally station personnel on election night

Assists other department divisions as required

Surveys polling places for compliance with the Americans with Disabilities Act (ADA) to ensure that voters with disabilities are safe and have the ability to cast their votes without assistance

Acts as a liaison for election activities related to election services contracts with municipalities, school districts, and political parties

Attends training as assigned by supervisor to maintain, enhance, or acquire job skills

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Three (3) years related experience; Graduation from a high school or equivalent; Associate Degree in Electronics or Computer Science preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of the Election Code, Tax Laws, rules and procedures

Ability to read and interpret documents such as tax laws and ordinances, computer program instructions and election law procedures

Technical experience with multimedia equipment

Ability to write routine reports and correspondence