

FIELD SERVICE SPECIALIST I

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 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

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 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
- 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