

## **DIRECTOR OF ADMINISTRATIVE OPERATIONS**

**GRADE: 17 (Precinct – 2)**

### **GENERAL DESCRIPTION**

Performs (senior-level) work in administration and reports directly to the Precinct Chief Administrator. The Director manages the overall daily office operations to include coordination of vendor contracts and relationships. Performs work under limited supervision with considerable latitude for the use of initiative and independent judgment. Responsible for overseeing multiple support operations and services within the precinct and supervises and trains staff.

### **EXAMPLES OF WORK PERFORMED**

Plan, organize, direct, audit and control of office support services within the Precinct.

Collaborate with internal and external personnel (e.g. other administrators, architects, engineers, contractor, auditors, public agencies, community members, etc.) for the purpose of planning, implementing, and maintaining services and programs.

Direct precinct office operations for the purpose of providing services within established timeframes and in compliance with related requirements.

Facilitate meetings and workshops for the purpose of identifying issues, developing recommendations, supporting other staff and serving as a Precinct representative.

Monitor budget allocations, expenditures, fund balances, and related financial activities for the purpose of ensuring that allocations are accurate, that revenues are recorded, that expenses are within budget, and that fiscal and financial policies are followed.

Participate in meetings, workshops, and seminars for the purpose of conveying and gathering information to perform assigned functions and responsibilities.

Perform personnel functions (directing, evaluating, and supervising) for the purpose of maintaining adequate staffing, enhancing productivity and achieving Precinct objectives.

Prepare a wide variety of written materials (records, correspondence, memoranda, reports, procedures, etc.) for the purpose of documenting activities, providing written reference, and conveying information.

Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the Precinct.

## **GENERAL QUALIFICATION GUIDELINES**

### **Experience and Education**

Graduation from a four year college or university with a Bachelors' Degree in Business, Finance, Accounting, Economics, or other relevant field plus (2) two years of experience in complex supervisory or managerial capacity. A Masters degree in Business, Finance, Accounting, Economics, or other related field preferred and may substitute for the (2) two years of managerial experience.

### **Knowledge, Skills, and Abilities**

Knowledge of Federal, State, and local laws, ordinances, policies, and procedures covering human resources and business services activities

Knowledge of managerial and leadership techniques and principles

Knowledge of budgeting methods and systems

Knowledge of business case development, strategic business planning, reengineering, organizational change strategies, performance measurement, and project management

Skill in oral and written communications

Skill in handling conflict and uncertain situations

Skill in using software applications to perform data analysis and problem solving

### **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
- operating assigned equipment

Maintain mental capacity which permits:

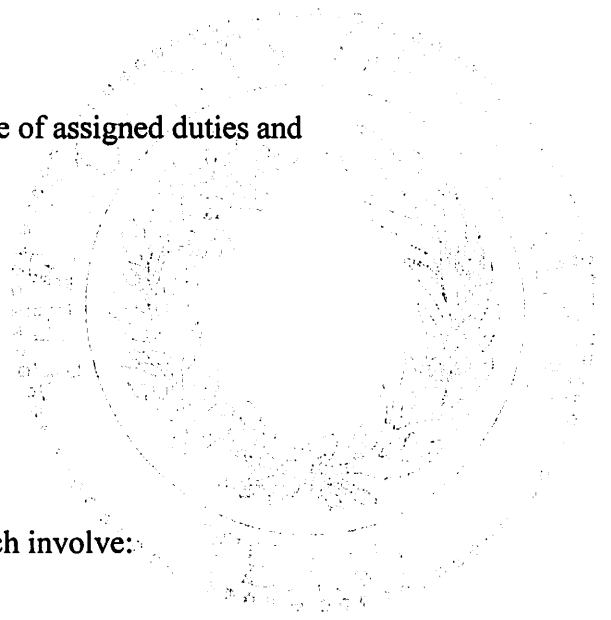
- making sound decisions and using good judgment
- demonstrating intellectual capabilities

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



# **SYSTEMS SUPPORT ANALYST**

## **GENERAL DESCRIPTION**

Performs moderately complex (journey-level) systems support work. Work involves providing customer support for county information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment; May train others; Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

## **EXAMPLES OF WORK PERFORMED**

Provides customer service and answers user inquiries regarding computer software, hardware operation, and the use and interface of systems and software applications

Provides assistance in the design, development, and maintenance of various system applications

Installs, maintains, moves, and assists in testing and upgrading new and existing hardware or software

Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities

Maintains necessary security controls over software

Sets up equipment for employee use and performs or ensures proper installation of cables, operating systems, or appropriate software

Troubleshoots and resolves computer-related problems

Develops training manuals and procedures and trains users in the proper use of hardware or software

May assist in the review and recommendation of the procurement and inventory of information resources hardware or software

May prepare, develop, and update personal computer and mainframe application programs

May train others

Performs related work as assigned

## **GENERAL QUALIFICATION GUIDELINES**

### **Experience and Education**

Four (4) Years of experience in systems support work. Associates degree in computer science or equivalent; Experience and education may be substituted for one another.

### **Knowledge, Skills, and Abilities**

Knowledge of the practices, principles, and techniques of computer operation, of information systems, of computer software and hardware, of information security policies and procedures, and of local and wide area networks and database administration

Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems

Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to train others

### **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**

NOTE: This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title. It is not necessarily an exhaustive list of duties and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

## **MAINTENANCE CUSTODIAN**

**GRADE: 03**

### **GENERAL DESCRIPTION**

Under general supervision, performs custodial and general maintenance services for the Precinct 2 administrative office. Work includes overall responsibility for the housekeeping maintenance of the Precinct 2 Administrative Building

### **EXAMPLES OF WORK PERFORMED**

Maintain a clean and organized Administrative Building to serve the needs of the general public and the administrative staff.

Vacuum, sweep, mop and spot clean floors, as needed. Coordinate with Facilities Management Department for building detail such as waxing and buffing.

Insure that building floors, walls, windows and furniture are always clean and in a presentable condition.

Requisition building supplies and equipment in a timely manner to ensure adequate supplies and levels are available.

Report and remove any safety hazards, read and interpret safety labels, understand and follow procedures to handle and store cleaning chemicals and supplies.

Identify and reports the need for repairs or major maintenance to the office administrator.

Prepare work orders as needed for maintenance repairs needed from the Facilities Management Department.

Maintain records on work orders or projects and repairs.

Perform general maintenance work including changing light bulbs, repairing toilets, and sweeping and mopping floors, and request assistance from Facilities Management as required.

Performs related work as assigned

CC approval of Job Description:  
Revision Date:

## **GENERAL QUALIFICATION GUIDELINES**

### **Experience and Education**

One year (1) of experience in building maintenance and repair work; Graduation from a standard senior high school or equivalent is generally preferred.

### **Certificates, Licenses & Registration**

Applicant must have a current valid Texas operator's driver's license

Must be able to be insured by the County's insurance carrier

### **Knowledge, Skills, and Abilities**

Knowledge of the repair, maintenance, and operation of buildings and electrical systems

Knowledge of equipment, methods and materials used in routine painting, carpentry, and moderate levels of construction, i.e. building walls, hanging doors and windows

Knowledge of basic electricity repair

Knowledge of proper safety practices, procedures and regulations applicable to work being performed

Knowledge of the equipment, methods and materials used in ground maintenance

Knowledge of proper methods and procedures used in cleaning work area and equipment

Skill in establishing and maintaining good working relationships with other county employees and the public

Skill in understanding and following oral and/or written instructions

Ability to perform manual labor

Skill in the use of tools and equipment

Ability to perform maintenance, to follow instructions, and to interpret drawings and diagrams

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 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.

While performing the duties of this job, the employee regularly works in various types of outside weather conditions. The employee occasionally works near moving mechanical parts; in high precarious places; with explosives; and is occasionally exposed to fumes or airborne particles, and toxic or caustic chemicals, and risk of electrical shock.

The noise level in the work environment is usually moderate to high.

#### **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