



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SYSTEM SUPPORT SPECIALIST II**
Grade: 13

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs 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 close 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 operational assistance in the implementation and utilization of data processing hardware or software

Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment

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

Maintains necessary security controls over software

Assists in setting up equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software

Assists in troubleshooting and resolving computer-related problems

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

May train others

Performs all other related duties as assigned

EXPERIENCE AND EDUCATION

Bachelor's degree in Computer Science or Information Systems

Three (3) years of experience in systems support work

CERTIFICATES, LICENSES AND REGISTRATION

May require certification as a Certified Public Accountant (CPA), Certified Internal Auditor (CIA), Certified Information Systems Auditor (CISA), Certified Management Accountant (CMA), Certified Professional Environmental Auditor (CPEA), or Certified Government Auditing Professional (CGAP)

Must have a current valid Texas motor vehicle operator's license

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

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the practices, principles, and techniques of computer operations, of information systems, of computer software and hardware, and of information security policies and procedures

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 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 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 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 County of Hidalgo Accident Prevention Plan and department's safety regulations



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **COORDINATOR II, VICTIMS ASSISTANCE**
Grade: 11

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Coordinates support services and information to crime victims, and their families in compliance with the Texas Code of Criminal Procedure; Ensures that crime victims and/or their families are afforded the rights granted to victims by the Texas Code of Criminal Procedure. Prepares all needed information required for presentation of the victim's court case. Position requires a high level of confidentiality.

EXAMPLES OF WORK PERFORMED

Coordinates with local community agencies and other victim advocacies to ensure victims are aware of their rights

Assists attorneys with case staffing; ensures all cases are assigned as necessary

Provides training or education to the victims of crime and the community

Assist victims with completion of Victim Impact Statement, Crime Victims' Compensation applications or Crime Loss forms and other related forms

Coordinate the gathering and submission of information for payment of medical examinations under the Texas Code of Criminal Procedures for victims

Assists in providing crisis counseling as necessary

Prepare and maintain statistical records; record case file information in tracking system.

Refer victims or their families to social service agencies that may offer additional assistance

Duties may require travel to and from different locations inside and outside the County of Hidalgo for the purpose of interviewing and gathering information from a victim

Responsible for protecting the rights of the victim and survivors of violent crimes

Performs administrative duties such as preparing correspondence and processing incoming mail for case files

May provide training within the criminal justice system and in the community to facilitate increased knowledge and understanding of family violence dynamics and to promote sensitivity to victims

Performs related work as assigned

EXPERIENCE AND EDUCATION

Bachelor's degree in psychology, social work, criminal justice or related field

Two (3) years' experience in a social service agency, preferably dealing with sexual assault and domestic violence issues

Experience and ability to respond in a supportive way to people in crisis

Knowledge of domestic violence and sexual assault

Working knowledge of Texas laws pertaining to domestic violence and sexual assault, as well as the justice system's response to these crimes

Familiarity with the network of social and legal services, resources and procedures available in Hidalgo County area

Adequate personal health, social maturity, and emotional stability to fulfill the functions of the position

CERTIFICATES, LICENSES AND 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

THIS IS A SECURITY SENSITIVE POSITION - Position requires gathering, disseminating and storing sensitive crime victim's documents and offense reports

BACKGROUND INVESTIGATION IS REQUIRED FOR THIS POSITION

KNOWLEDGE, SKILLS AND ABILITIES

Ability to maintain full confidentiality concerning victims and their families

Ability to respond with sensitivity and awareness to victims of crime

Must follow strict rules regarding the gathering, disseminating, and storing sensitive crime victims' documents, reports, and other information

Ability to read, analyze and interpret statutory provisions, medical records and reports, general business periodicals, professional journals, technical procedures, and other government regulations

Ability to read, write and speak both English and Spanish

Experience preparing summary reports, chronologies, and analyses of medical records

Excellent interviewing and counseling skills

Ability to plan and organize effectively

Ability to establish and maintain effective working relationships with attorneys, county employees and officials, representatives of victim/witness advocacy and assistance groups, court personnel, and the general public

Ability to effectively present information and respond to questions from attorneys, victims, supervisors, advocacy and assistance groups and the general public

Must have experience with word processing and general knowledge of personal computers

Computer proficiency in Microsoft Word, Excel and Publisher and be familiar with other MS Windows products and related software

Comfortable using newer technologies such as governmental apps and databases

PHYSICAL DEMANDS

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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 County of Hidalgo Accident Prevention Plan and department's safety regulations