

BANDERA COUNTY
Job Description

JOB TITLE: Information Technology (IT) Technician II

PAY GRADE: 18 FLSA: Non-exempt

EMPLOYEE NO.:

OBJECTIVE: To help in maintaining Information Technology county computer related equipment.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Information Technology (IT) Director, to IT Technician I in the absence of the IT Director
2. Directs: N/A

GENERAL STATEMENT OF DUTIES:

Assist with maintaining the organization's Information Technology systems to include computers, networks, internet access, Voice-over Internet Protocol (IP)/telephone lines, cell phones, and other technology. Provide basic, ongoing, first-level support to all county staff.

ESSENTIAL FUNCTIONS/DUTIES (to include but not limited to):

- * Diagnose and repair all county devices i.e. computers, tablets, iPads, projectors, phones, etc.;
- * Interact and respond promptly to end-user requests/inquiries from Elected Officials, Department Heads, Supervisors and their staff;
- * Assist in setting up new user profiles;
- * Assist in maintain the inventory of all electronic equipment in the IT department;
- * Install and customize new computers with site-based software/drivers;
- * Participate in on-going technical support training;
- * Telephone support and travel to job site for support;
- * Lift 10-25lbs frequently and 25-50lbs occasionally;
- * Regular attendance required;
- * Perform other duties as may be assigned by supervisor.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- * Knowledge of troubleshooting and operation of computer hardware and of common software applications i.e. Microsoft Office, Google Suite, PDF, Adobe Suite, web browsers, etc. and
- * be proficient with the applications;
- * Knowledge of methods/techniques to maintain and repair computer equipment;

- * Ability to carry-out maintenance plans and repair schedules for technical resources;
- * Ability to follow directions and work with minimal supervision;
- * Ability to communicate both orally and written;
- * Ability analyze equipment problems.

PHYSICAL REQUIREMENTS:

- * Ability to lift 10-25lbs frequently and 25-50lbs occasionally;
- * Constant use of computer, telephone, and other office equipment;
- * Attend, as required, computer software training;
- * Ability to be on-call when supervisor is unavailable;
- * Frequent walking, lifting, reaching, kneeling, bending, crouching, and constant twisting and occasional standing, climbing, and pushing/pulling;
- * Ability to work in tight space or closed in areas;
- * Off-site travel required;
- * Ability to work required early mornings, late evenings, weekend, and holidays as needed;
- * Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job

CERTIFICATES AND LICENSES REQUIRED:

- * High School graduate or GED equivalent;
- * Associate Degree in technical discipline, not required but preferred;
- * Two years’ experience as technical service desk/help desk technician;
- * Valid Texas Driver's License;
- * Maintain any licenses or certifications needed on an annual basis.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is this a contract for employment.

Acknowledgement of Employee: _____
 (Printed Last, First Name, MI)

Signature of Employee: _____

Approval: _____
 (Elected/Appointed Official, Dept. Head/Supervisor) (Date)

Approved by Commissioner’s Court: _____6-13-2024_____ (Date)