Karnes County Job Description

INFORMATION TECHNOLOGY TECHNICIAN

Department	Information Technology	FLSA Status	Non-Exempt
Reports To	Information Technology Director	EEO Classification	
Salary	$40,000 Annually ($19.23/hour)	Date Approved	
Employee Signature		Supervisor Signature	

Position Summary

This position assists and supports the Director of Information Technology in the day-to-day information technology system operations for all Karnes County staff and departments. The IT Department is responsible for a variety of functions. IT Technician must have the knowledge and ability to be proficient in the operation of mainframes, personal computers, networks, storage devices, specialized software, internet, routers, office automation tools, auxiliary equipment, and their interaction with other computer hardware.

Skills and abilities

- Use of systematic approach for solving issues through analysis of the problem and evaluation of variety of solutions
- Ability to communicate verbally and in writing effectively and professionally
- Ability to install and troubleshoot computer hardware and software
- Ability to work as part of a team and collaborate with others
- Ability to read, comprehend and apply technical information and manuals
- Skill in expressing technical information to non-technical personnel
- Ability to be self-managed and a self-starter
- Take ownership of assigned work and deliver results timely, reliably, and correctly
- Assessing and prioritizing multiple tasks, projects and demands
- Knowledge of proper telephone procedures and etiquette
- Establishing and maintaining cooperative working relationships with county officials, employees, vendors, and the public
- Knowledge of county government operations, law enforcement and court system procedures are helpful

Working Conditions

- Work is performed in a standard office environment
- May be required to travel to multiple locations
- Exposure to computer screens

- May be subject to working hours beyond normal working hours (including weekends)
- Ability to safely pull, push, lift and carry equipment and materials weighing up to fifty pounds
- Ability to sit, stand, stoop, reach, twist and turn, climb stairs and ladders
- May be subject to assignment of other duties
- Must be capable of regular and predictable attendance at a specified location to perform assigned tasks

ESSENTIAL FUNCTIONS

- Maintain a large-scale network that is fully distributed.
- Employ best practices in cybersecurity and secure computing environment for the county.
- Supporting and managing the county VOIP telephone system.
- Managing Microsoft 365 and domain user accounts.
- Use of systematic approach for solving issues through analysis of the problem and evaluation of variety of solutions.
- Creating and updating IT support tickets.
- Establishing and maintaining cooperative working relationships with county officials, employees, vendors, and the public.

This list of responsibilities is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned.

QUALIFICATIONS

Education	Experience	License & Certification	Testing	Other
• GED or HS Diploma is required. • Associate's degree in computer science, information technology or equivalent from two-year college or technical school is preferred	• Preferred three years working experience in a computer help desk environment and/or computer repair environment	• Valid Texas Driver License	• Criminal background check • Pre-employment Drug/Alcohol Screening • MVR	• Must pass CJIS Security Awareness Training within first 30 days of employment • Must have and maintain a high degree of integrity and confidentiality

Special (Additional) Information

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The individual must have and maintain a high degree of integrity and confidentiality. Possible travel up to 25% for conferences and/or trainings or traveling to other County offices. A criminal history mayĚ disqualify candidates for this position. A signed confidentiality form will be requested upon employment. Job related tests may be required.

Karnes County currently provides 100% medical plan cost coverage for full-time employees. Qualified employees receive $50,000 of life insurance at no cost. County employees receive retirement benefits through the Texas County & District Retirement System. In addition, Karnes County will observe paid holidays. Eligible employees will receive PTO and vacation, which are held until 90 days are complete.

Application Instructions:
To apply for the Karnes County Information Technology Technician position, please complete the Karnes County Employment Application located at:

https://www.co.karnes.tx.us/page/karnes.Jobs.Openings

Then email the Karnes County application, a cover letter and resume to jimmy.lopez@co.karnes.tx.us.

Questions regarding the position may be directed to jimmy.lopez@co.karnes.tx.us or (830)780-3732.

The position will be posted until it is filled.