

Job Description: TECHNICIAN

Class No.
Position No.
Pay Group:

Department: Sheriff's Office
EEOC Category: Administrative Support
FLSA: Non-Exempt

SUMMARY OF POSITION

Maintain all Sheriff's Office, Jail and Animal Control information systems hardware and software

ORGANIZATIONAL RELATIONSHIPS

This position reports directly to the Sheriff. This is a non-supervisory position. This position has direct contact with all Sheriff's Office employees.

EXAMPLES OF WORK

Install, troubleshoot, maintain, and repair all Sheriff's Office information systems to include but not limited to: computers, printers, software, phones and peripherals. Main job function is to maintain the help desk trouble calls.

Install computer software and hardware including operating systems;

Configure, upgrade, optimize and maintain hardware and software systems;

Troubleshoot and repair computer and printer problems;

Troubleshoot and repair fax and phone system problems;

Assist users in the operation of computer hardware, software, and peripherals;

Assist Administrators with troubleshooting and maintaining the county network;

Remain current with technology;

Diagnose and prioritize help desk trouble calls;

Inventory control and asset tracking control;

Record time and activity in work order tracking system;

Perform other duties as assigned by the Sheriff.

OTHER REQUIREMENTS

Regular attendance is essential. Must arrive at work on time, prepared to perform assigned duties and work assigned schedule. Employee must have the ability to work well with others. Employee must be able to perform the essential functions of the position without posing a direct threat to the health and safety of themselves and others. Requested accommodations to work hours and schedules are considered on an individual basis. Applicant must be able to pass a criminal background check and a drug test.

CLASS NO. 554 *(Continued)*

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities of perform the essential functions.

While performing the duties of this position, the employee is required to walk, sit, stand, bend and stoop. May be required to lift, carry or push/pull supplies, materials, equipment and/or items weighting up to 40 pounds. Work is primarily conducted indoors. The noise level in the work environment is usually moderate. Staff work is normally reviewed and deadlines are to be met. It is left up to the staff to determine the method in which they complete their work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Ability to communicate effectively both orally and in writing; must be able to present complex technical issues (terminology) in a manner and format which is easily understood by an audience with little or no technical knowledge or experience; ability to establish and maintain effective working relationships with members of the Commissioners' Court, all department heads, county employees, vendors and suppliers; must have strong troubleshooting skills; knowledge of Windows 7 and Windows 10 operating systems; knowledge of available hardware and commonly used software applications; and be familiar with the installation, maintenance and troubleshooting of printers, scanners and VOIP phone systems.

ACCEPTABLE EXPERIENCE AND TRAINING

An Associate's Degree in Business or in a computer related discipline with 1-2 years of responsible work experience using computers or a High School graduation and its equivalent with 4-5 years of responsible work experience using computers or, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

CERTIFICATES AND LICENSES REQUIRED

A Valid Texas Driver's license is required. Employee must be insurable by Guadalupe County insurance company in order to operate County vehicles.

COMMENTS

Guadalupe County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

**JOB DESCRIPTION FOR POSITION:
554-Technician**

NOTICE:

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Regular attendance is required in this job.

All employment with Guadalupe County shall be considered "at will" employment. No contract of employment shall exist between any individual and Guadalupe County for any duration, either specified or unspecified.

I have reviewed this job description and find it to be an accurate description of the demands of the job.

Signature of Employee

Date

This signed original will be placed in employee's Personnel File.