

KENDALL COUNTY CLASS SPECIFICATION

PC TECHNICIAN GRADE 12

GENERAL SUMMARY

Under general supervision, this is a non-exempt position reporting directly to the Information Technology (IT) Director. The purpose of this position is to assist the IT Director with the planning, organization, development, coordination, implementation, and maintenance of the information systems. Communicate with end users regarding IT questions and provide assistance with various issues.

EXAMPLES OF ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following:

Install computers, printers and components, including the hardware configuration, cables and connectors, network connections, and software.

Perform system administration, including enrolling users, defining security, creating directories, and installing new releases of software.

Determine end user needs and make recommendations.

Provide limited training for employees on hardware and software, and serve as help desk support for end user questions and problem resolution.

Maintain documentation for hardware and software, standard procedures, problem resolution, and inventory tagging and recording.

Ability to install cable and connectors, configure the hardware, network connections, and any software that will be utilized.

Duties as assigned by the IT Director.

EXPERIENCE AND TRAINING

High school diploma or GED; supplemented by two years of related experience.

LICENSES AND CERTIFICATIONS

Certification will be required. Background check will be required. Preferred certifications include TIA A+. Must possess a valid Texas driver license.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge, skills, and experience working with LAN/WAN infrastructure technologies, LAN/WAN and Operating System security.

- Solid knowledge of TCP/IP, SMTP, POP3, HTTP, and FTP.
- Stays abreast of industry trends and test the usability of new technologies.

Ability to:

- Ability to work under pressure and meet deadlines.
- Use varying types of business computer networking technology equipment.
- Learn and use varying types of business software applications.
- Maintain confidentiality of all county information not considered to be public information by legal statute.
- Good interpersonal and customer skills.
- Work within statutory guidelines established by state and local government.
- Multi-task, prioritize and handle frequent interruptions.
- Communicate verbally and in writing so as to allow comprehension by receiving party.
- Understand and exchange information with supervisors, subordinates, and co-workers when giving and receiving assignments and instructions.
- Communicate and interact with other departments, local government, state agencies, federal agencies, contractors and the general public.
- Follow safe work practices including workplace safety policies and procedures.
- Lift 10 to 25 pounds frequently and 25 to 50 pounds occasionally.
- Walk, stand, sit, kneel, push, stoop, crawl, twist, reach above the shoulder, grasp, pull, and bend repeatedly.
- Operate a motor vehicle.
- Exert light physical effort mainly in a sedentary position indoors and outdoors.

Kendall County is an Equal Opportunity Employer and maintains compliance with the Americans with Disabilities Act Amendments Act by providing reasonable accommodations to qualified individuals and employees with disabilities.