



# ***COUNTY OF VICTORIA***

## Job Description

Job Title: Computer Technician

Department: IT

Status: Non-Exempt

Type: Full Time

### **JOB SUMMARY**

Under general supervision, is responsible for providing technical software and hardware support and both formal and informal training on hardware and software use in response to customer requests. Provides support on a broad range of client hardware and software products. Works closely with staff, management and County officials in resolving technical issues. Responsible for tracking and communicating status of response to incidents/problems. Configures, installs and provides technical support for desktop PCs, telephones, peripheral equipment, laptops and other mobile devices. Follows established procedures for performing configuration changes, updates and upgrades. Thoroughly documents activities and resource utilization. Exercises no supervision.

### **ESSENTIAL JOB FUNCTIONS**

- **Problem Resolution:** Responds to support requests via multiple sources such as personal visits, phone and email. Enters call data into the department's CRM system. Interacts with customers in a courteous and professional manner.
- **Troubleshoots problems,** evaluating multiple options to resolve customer problems using checklists and scripts as guides. Researches trouble issues and implements solutions. Documents problem status and resolution. Escalates when necessary.
- **Documents incident/problem status and resolution in CRM.** Alerts team members about recurring problems. Documents solutions to common problems and responses to frequently asked questions. Communicates updates on issues in a timely manner to ensure customer satisfaction and productivity. May provide on-the-spot training to customers.
- **Hardware and Software Installation and Configuration:** Configures and installs desktop PCs, peripheral equipment, laptops and other mobile devices.
- **Performs related duties and fulfills responsibilities as required.**

## **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

- Associate's Degree from an accredited college or university in a technology-related field.
- OR
- 2 -3 years of technical software and hardware support experience.
- A+ Certification preferred or capable of attaining certification within 12 months of hire date

## **DEPARTMENT SPECIFIC REQUIREMENTS**

- Applicants for this position must pass a Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility. Due to CJIS requirements related to system access, the following will result in being disqualified for this position: Felony Convictions, Felony Deferred Adjudication, Class A & B Misdemeanor Deferred Adjudication, Class B Misdemeanor Convictions, an Open Arrest for Any Criminal Offense (Felony or Misdemeanor), and Family Violence Convictions.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Good working knowledge of Windows Operating Systems and linking various mobile devices, printers, and computers to network systems.
- Good diagnostic skills.
- Working knowledge of VoIP technology and troubleshooting.
- Knowledge of Industry Wiring and Cabling standards.
- Skill in network connections voice and data equipment/services.
- Able to demonstrate skills in professional, courteous verbal and written communications.
- Ability to perform root cause analysis on various types of system and equipment issues.
- Experience installing and supporting equipment in various types of environments
- Valid Class "C" Texas Driver's License and clean driving record.

## **PHYSICAL DEMANDS**

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

<b>Physical Activities</b>		<b>Physical Activities</b>	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	X	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	X
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	X	Reaching – extending hands or arms in any direction.	X
Crawling – moving about on hands, knees, or hands, feet.	X	Repetitive Motion – substantial movements of wrists, hands, fingers.	X
Crouching – bending body forward by bending leg, spine.	X	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	X
Feeling – perceiving attributes of objects by touch with skin, fingertips.	X	Standing – for sustained periods of time.	X
Fingering – picking, pinching, typing, working with fingers rather than hand.	X	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	X
Grasping – applying pressure to object with fingers, palm.	X	Talking 1- expressing ideas by spoken word	X
Handling – picking, holding, or working with whole hand.	X	Talking 2 – shouting to be heard above ambient noise.	X
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	X	Visual Acuity 1 - prepare, analyze data, transcribing, computer terminal, extensive reading.	X
Hearing 2 – receive detailed information, make discrimination in sound.	X	Visual Acuity 2 - color, depth perception, field of vision.	X
Kneeling – bending legs at knee to come to rest at knees.	X	Visual Acuity 3 - determine accuracy, neatness, observe facilities/structures.	X
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	X	Visual Acuity 4 - operate motor vehicles/heavy equipment.	X
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	X	Visual Acuity 5 -close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	X
Pulling - use upper extremities to exert force, haul or tug.	X	Walking - on foot to accomplish tasks, long distances, or site to site.	X

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

*Victoria County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services. By signing this document, you verify that you have read and understand the duties and responsibilities enumerated herein.*

**Apply to Human Resources, Victoria County Courthouse. EEOE. No phone calls please.**

**Applications are required. Employment Applications can be found online at <https://www.vctx.org/page/employment>.**

**Please send application via email to [humanresources@vctx.org](mailto:humanresources@vctx.org) or in person at:  
Victoria County Human Resources  
115 N. Bridge St., Room 127  
Victoria, TX 77901**