

WICHITA COUNTY

Job Announcement



Job Posting Number: 2018-007

POSITION: Help Desk- Information Technology

LOCATION: Wichita County Courthouse
900 7th Street
Wichita Falls, Texas 76301

REPORTS TO: Director of Information Technology/Assistant Director

HOURS: 8:00 a.m. - 5:00 p.m., Monday – Friday

SALARY: \$30,000 – 35,000 Annually (Depending Upon Qualifications)

POSTING DATE: February 5, 2018

CLOSING DATE: February 20, 2018 or Until Filled

► **JOB SUMMARY:**

Provides maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the Internal IT Helpdesk. Responsible for administration and internal support of the Company's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

► **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with on boarding of new users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Service Desk for escalation
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory

- Perform timely workstation hardware and software upgrades as required

▶ **MINIMUM QUALIFICATIONS:**

- Must be at least eighteen (18) years of age
- Must have a high school diploma or equivalent (GED)
- Two (2) years of previous end-user or similar experience in information technology.
- Practical hands-on experience in computer operations, installations, and configuration of county software.
- Ability to work independently or as part of a team.
- Extreme attention to detail is required.
- Ability to communicate user system requirements to both technical and non-technical County staff.
- Strong analytical and organizational skills, ability to solve problems accurately, completely and quickly.
- Ability to participate in multiple projects concurrently without loss of quality on any project.
- Driving to between County facilities may be required. Must have a valid and current driver's license.

▶ **DECISION MAKING:**

- This position works on basic to moderately complex problems.
- Defined policies and procedures provide decision guidance.
- Limited latitude is allowed in the performance of day-to-day activities, and decision-making is within County and departmental guidelines.
- Work is guided by clearly defined objectives and functional direction.
- The analysis/judgment required for making decisions and recommendations is that of an intermediate-level professional with an industry-specific body of knowledge

▶ **CONDITIONS OF EMPLOYMENT:**

- Must pass a pre-employment physical examination and drug test paid by Wichita County
- Must be physically able to occasionally lift and move loads weighing up to thirty (50) pounds
- Regular attendance and punctuality are mandatory
- Must observe and comply with Wichita County's NO SMOKING policy in County-owned buildings, offices, vehicles, motor driven equipment and on property designated as NO SMOKING areas

▶ **APPLY TO:**

**Wichita County
Human Resources Office
900 7th Street, Room 132
Wichita Falls, TX 76301
Phone: (940) 766-8108**

EQUAL OPPORTUNITY EMPLOYER: It is the policy of Wichita County to recruit, hire, train, and promote persons in all job categories without regard to race, color, national origin, religion, sex, age, or disability. It is the policy of Wichita County to consider qualified individuals according to ADA standards. If notified in advance, requested accommodations will be considered. Final reasonable accommodations will be determined in accordance with ADA standards by departments after appropriate consultation. Rejected accommodations will be documented and retained on file.

TEXAS RELAY: TDD (800) 735-2989, VOICE (800) 735-2988. For candidates requesting Braille, Mobility requests, etc., please call (940) 766-8108. HR/ADA Compliance Office, Room 132, Wichita County Courthouse, 900 7th Street, Wichita Falls, Texas 76301.