



# *COUNTY OF VICTORIA*

Job Title: Senior Tech

Department: IT

Status: Non-Exempt

Type: Full Time

2023 Salary Range: \$21.71-\$25.85

## **JOB SUMMARY**

Provides advanced level technical support and diagnostics for escalated requests. Helps maintain and perform preventative maintenance on County computer equipment, peripherals, software and other equipment under I.T. purview. Takes on lead/supporting role on I.T. projects as needed or assigned. Escalates when necessary. This job requires analytical, problem solving and documentation skills. This work requires the applicant to be able to communicate effectively at all levels of the organization and with vendors, use discretion and due diligence within a moderately stressful environment. The applicant must be able to follow any local, state and federal policies that are in place within the Information Technology Department.

## **ESSENTIAL JOB FUNCTIONS**

- Provide IT support for Microsoft workstations, applications and users.
- Respond to help desk requests to solve technical issues for end users
- Works with junior level staff to respond to all service requests and acts as a coach and mentor.
- Works with senior level staff to find ways of improving customer service through process improvement or recommending training plans for junior level staff.
- Install and deploy computer hardware and software as required.
- Pull and terminate ethernet cable for old and new construction as needed.
- Oversee county website. Assisting end users with their website content
- Manage social media archiving.
- PERFORMS all other related duties as assigned.
- Perform IT support and implementation in county detention facilities as needed.

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

- An Associate's degree in Computer Science field
- (2) years' experience in the technical field

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Microsoft Windows desktop OS.
- Knowledge of Microsoft Windows Server OS
- Knowledge of basic IP network configurations
- Knowledge of Microsoft Active Directory
- Ability to interact with end users in a professional manner.
- Skilled in performing system and software upgrades, patches, etc., by documenting steps needed and coordinating changes through a formal change management process
- Skilled in troubleshooting system anomalies with other technicians and members of other work teams, and utilizing subscription-based technical support as needed to resolve complex issues

### **CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS**

- A+ certification a plus
- Requires a valid driver's license.

### **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.

**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)

| Physical Activities  |   | Physical Activities  |   |
|--|---|--|---|
| 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 |

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|--|---|---|---|
| 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.*

If you are interested, please send application and resume to Human Resources, Victoria County Courthouse. EEOE. No phone calls please. Applications are required and can be found online under the job opportunities link or <https://www.vctx.org/page/employment> .

Victoria County Human Resources

115 N. Bridge St., Room 127

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