



# Victoria County, TX

## POSITION PROFILE

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<b><u>Position Title:</u></b>	Computer Technician	<b><u>Effective Date:</u></b>	May 2025
<b><u>Department:</u></b>	IT	<b><u>Salary Range:</u></b>	\$18 - \$21/hr
<b><u>Accountable to:</u></b>	Assistant IT Director	<b><u>Status:</u></b>	Non-Exempt

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### **Primary Objectives**

The Computer Technician configures, installs and provides technical support for desktop PCs, telephones, peripheral equipment, laptops and other devices.

### **Supervision Received**

Work is performed under the supervision of Assistant IT Director.

### **Supervision Exercised**

None.

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## **PRIMARY DUTIES AND RESPONSIBILITIES**

- Responds to support requests via multiple sources such as personal visits, phone, email, and helpdesk tickets.
- Troubleshoots problems and evaluates multiple options to resolve user problems. Researches trouble issues and implements solutions. Escalates when necessary.
- Documents incident/problem status and resolution in the helpdesk system. 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 user satisfaction and productivity.
- Configures and installs desktop PCs, peripheral equipment, laptops and other devices.
- Interacts with users in a courteous and professional manner.
- May provide on-the-spot training to users.
- Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of a broad range of computer hardware and software products
- Knowledge of Windows Operating Systems
- Knowledge of networking technologies and troubleshooting.
- Knowledge of industry wiring and cabling standards.
- Skilled in diagnostics and troubleshooting

## **MINIMUM QUALIFICATIONS**

- Associate's degree in a technology-related field.
- 2-3 years technical hardware and software support experience may substitute for an associate's degree.
- A+ and Security+ certifications preferred.
- 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.

## **WORKING CONDITIONS**

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*The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

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- Employees sit most of the time but may walk or stand for most periods of time.
- This is medium work requiring some physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include standard vision requirements, ability to convey detailed or important instructions to others accurately, loudly or quickly, and standard hearing requirements - hear information at normal spoken word levels.

<b>Physical Exertion (Pounds)</b>	
Up to 10	Occasionally
Up to 25	Occasionally
Up to 50	Occasionally
Up to 100	Seldom or never
100 or more	Seldom or never

<b>Environmental Exposures</b>	
Work near moving mechanical parts	Seldom or never
Work in high, precarious places	Occasionally
Toxic or caustic chemicals	Seldom or never
Outdoor weather conditions	Occasionally
Extreme Cold, non-weather	Seldom or never
Extreme Heat, non-weather	Seldom or never
Noise Level	Moderate

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*