

Job Description: INFORMATION TECHNOLOGY ASSISTANT

CLASS NO. 504

EEOC CATEGORY: Office Clerical

PAY GROUP: 23

FLSA: Non-Exempt

SUMMARY OF POSITION

Assist in the maintenance of the county's mainframe computer system and the peripherals that are or may be connected. Supports any county department with computer needs or technical problems that may occur. Assist in the maintenance of LAN/WAN infrastructure including servers, hardware, backups, network operating system and end user support. Installs, upgrades, and troubleshoots hardware and software problems including end-user configuration. Participates as a member of the Information Technology Committee (ITC) in the development of technical standards and the evaluation of new products. Assist in the management of user accounts. Identifies and resolves problems on servers and client workstations. Assist in the management of Chambers County Email Accounts. Assist with wiring for the network.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Information Technology Director
2. Other: Has daily contact with technical team members, department heads and employees, county officials and the general public.

EXAMPLES OF WORK

Essential Duties*

Assist the Information Technology Director as necessary.

Installs computers, servers, printers, scanners and software products.

Assist with network wiring as well as the installation of network devices.

Troubleshoots and repairs hardware and software related problems including networking.

Serves on Emergency Management Team for communications support.

Contributes to the efforts of maintaining a secure computing environment for Chambers County.

*for the purpose of compliance with the Americans with Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.
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Chambers County

CLASS NO. 504 (Continued)

Performs other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Networking, computer installation and repair, printer installation and configuration, Microsoft Office products, Microsoft Windows, and network wiring.

Skill/Ability to: Troubleshoot and repair computer and communications related problems, demonstrate proficiency in oral and written communications, establish and maintain effective working relationships with other county employees.

ACCEPTABLE TRAINING AND EXPERIENCE

High school graduate or its equivalent (college course work desired).

CERTIFICATES AND LICENSES REQUIRED

Appropriate Texas Driver's License.

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