**Lavaca County Job Description**

Department:        County Judges' Office

Job Title:           Information Technology Technician

Supervisor:        County Judge

Class NO.:          EEOC: Office/Clerical

Pay Group:         FLSA: Non-Exempt


**General Function:** Lavaca county is a multi-building (12office building locations) government services entity that heavily relies upon internet and telecommunication to perform daily interdepartmental tasks. This position will work under the direction of the Technology Department Head and will be directly responsible for servicing all the county's technology infrastructure. This position will be responsible for maintaining all county technology resources, such as computers, internet connections, networking equipment, servers, phone systems, electronic locking devices, cameras, microphones and video systems.


**Examples of Work Performed:**

1. This is a hands-on technical position to assist all employees, department heads, and officials with troubleshooting and implementing technology.
2. Provide technical support to end-users via phone, email, remote tools, and in-person.
3. Manage user accounts, permissions, and access rights in systems such as Active Directory.
4. Identifies technical problems, user errors, and resolves computer and IT problems.
5. Serves as website, email, and social media co-administrator backup.
6. Help develop procedures for the use of IT resources.
7. Work with other IT Professionals and contractors to properly implement and maintain vendor systems while upholding IT standards.
8. Perform troubleshooting and executes needed repairs.
9. Support installation and upgrades of operating systems and applications.
10. Demonstrate the ability to perform with professionalism, courtesy and fairness.
11. Understand basic computer components and have the skills necessary to repair or replace them as needed.

12. Possesses excellent communication skills for communicating with all employees and other department heads.
13. Stay up to date with training for Microsoft Office, Adobe, Social Media Platforms, livestreaming technology and associated software applications.
14. Install, configure, and maintain all county technological equipment, such as computers, tablets, mobile devices, printers, telecommunications equipment, telephones, servers, automated systems, cameras, network, access control, etc.
15. Ensure that county devices interconnect with file servers, email servers, and financial systems seamlessly.
16. Monitor system performance and proactively address issues.
17. Install, upgrade and manage software and hardware on county devices.
18. Collaborate with IT team members on system upgrades and deployments.
19. Preform backups and restore lost data as needed.
20. Maintain and update IT asset inventory and documentation.
21. Creating instructions for programs installation sequences.
22. Ensure adherence to County security policies and IT best practices.
23. All other duties as assigned by management.

**Required Knowledge, Skills, and Abilities:**

1. Previous work experience in IT.
2. Previous experience in help desk support.
3. In-depth knowledge of a variety of IT systems, databases and applications.
4. Hands-on experience with troubleshooting and repairing complex IT issues.
5. Strong communication, presentation and interpersonal skills.
6. Strong attention to detail with competent vocabulary
7. Information Technology, Computer Science or similar relevant fields.
8. Experience with Mobile devices, telephone apps and virtual phone system Android, iPhone, configuration and number porting, ethernet cable runs, phone routers, and telephone connections.
9. Strong ability to work individually or within a group.