

POSITION TITLE:

IT Assistant

Annual Salary:

\$32,687.00 + Benefits

SUPERVISION:

Rusk County IT Director

CLOSING DATE:

Until Filled

Essential Duties and Responsibilities:

- Provides hardware, software, and operating system support to County desktop networks.
- Perform a variety of moderately complex information technology support duties to ensure smooth delivery of technology services.
- Monitors, operates, and assists in the operation of computer hardware, software, and peripherals in order to achieve desired results.
- Utilize computer equipment, software and diagnostic tools to perform a broad range of technical assistance, equipment maintenance, repair, and computer operations assignments.
- Inform IT Director on status of projects or technical issues.
- Provide information to county faculty on established policies and procedures, or services provided.
- Maintains county computer system including servers, routers, switches, operating systems, and distributed printers.
- Performs regular system maintenance tasks, including generating backups, and loading updates, and installing program maintenance packages.
- Installs upgrades and replaces various types of hardware and software.
- Communicates with IT Director to resolve complex system or network administration problems, as needed.
- Assesses printer, wiring, and other hardware needs in County departments; recommends upgrades and equipment purchases.
- Troubleshoots cable problems and locates breaks, loose connections, and faulty cable.
- Maintains monthly reports of IT activities.
- Maintains confidentiality and security of all records and information accessed during hardware and/or software projects.
- Performs other duties as assigned.

Desired Skills:

- Proficient in Microsoft Office, Windows based OS in a Workgroup environment
- Ability to troubleshoot common hardware/software issues
- Ability to meet deadlines and adjust to changing priorities
- Ability to follow instructions and work autonomously, but also able to recognize when you are in over your head
- Ability to quickly gain new skills and knowledge when faced with new challenges
- Some familiarity with confidentiality (HIPAA) requirements in a medical setting
- Attention to detail
- Excellent verbal and written communication skills
- Obtain information to diagnose computer problems and discern what level of support is needed when a problem is presented
- Work as part of a team in stressful situations; maintain composure and sense of humor in the face of heavy workload and constant interruptions

Education:

High school graduate or equivalent with data processing training, computer operations training, or experience in a multi-operation system or production control environment preferred.

Experience:

Two or more years of related experience with computers and providing customer service in a technological environment.

Basic knowledge of a variety of hardware as well as software/programming languages, and operating systems.

May be tested on appropriate computer skills as required.

Additional Requirements:

Applicants must be able to pass a criminal background check with no disqualifying criminal history indicated.

Applicants must submit Résumé and Three References to: bpayne@ruskcountytexas.gov