

TECHNOLOGY DIRECTOR
Willis Marlin



RUSK COUNTY COURTHOUSE
115 N. MAIN ST. SUITE 101
HENDERSON, TEXAS 75652
903-657-0370

Rusk County

Job description

IT ASSISTANT

Department: Information Technology

Job Type: Full Time

Revised Date: March 2024

FSLA Status: Nonexempt

Under direction of the Information Technology Director, analyze, maintains, and modifies County-wide and/or interdepartmental enterprise software applications; assists in the design and configuration and management of the County's network and server infrastructure and performs related work as assigned.

This is a journey-level class responsible for analysis and management of County-wide and interdepartmental enterprise software applications, network and server infrastructure. Positions at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative.

EXAMPLES OF TYPICAL JOB FUNCTIONS

- Participates in tier 2 helpdesk support and activities.
- Provides support for managed switches, routers, firewalls, gateways, servers and other related infrastructure.
- Analyzes, installs and administers County-wide and interdepartmental enterprise software applications to meet business needs.
- Assists the IT Director in the functionality and operational stability of network and server infrastructure including computer systems and printers.
- Monitors and implements best practices to enhance network and server performance; reviews system event/audit logs; detects problems and identifies solutions.
- Assists in GPO, AD, network and server infrastructure security and under the direction of the IT Director implements solutions to mitigate risks.
- Assists in the design, configuration, and implementation of disaster recovery and backup solutions and procedures.
- Stays abreast of new trends and innovations in technology related to systems, networks, and servers.
- Other duties as described.

- Writes and maintains user operating instructions and documentation; prepares training materials and conducts formal and informal training programs.

Typical Qualifications

Knowledge of:

- Modern principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring application, network, and server systems infrastructure in a Windows and VMware environment.
- Physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices.
- Principles and practices of information systems security.
- Various information technology platforms, operating systems, and software packages including word processing, spreadsheet, SQL database and database management, and reporting tools.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- Safe driving rules and practices.

Ability to:

- Perform specialized and technical support functions in the design, analysis, engineering, implementation, and management of network and server infrastructure, storage, and security.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities with the IT Director, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

3 to 6 years' experience of increased responsibility with network and server infrastructure design, systems administration, or other technology related experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. Valid Texas driver's license to operate a motor vehicle to visit various County sites. Proper vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

WORKING CONDITIONS

Must be able to pass a pre-employment background investigation.

Pay Range

- \$45,000.00 to \$65,000.00

Please submit resume to the Information Technology Department on the first floor of the Rusk County Courthouse (115 N. Main St, Suite 101 Henderson TX 75652) or by email to: wmarlin@ruskcountytexas.gov