

Walker County IT Analyst

The IT Analyst position is in the pay group 109 and has a salary range of \$50,088 - \$58,873 depending on qualifications/experience.

JOB SUMMARY

The objective of the IT Analyst is to service the informational and data processing needs of the County, i.e. troubleshoot network and computer hardware and software, provide maintenance, evaluate and make repairs as needed, assist with the administration of the county network and website.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the IT Analyst may be asked to perform; other duties may be assigned:

1. Technical Support
 - Provides network and end-user PC support to all county staff.
 - Identifies, researches and resolves technical issues.
 - Responds to telephone calls, email, and personnel requests for technical support.
 - Documents, tracks, and monitors technical issues to ensure timely resolutions.
 - Repairs computer hardware.
 - Installs computer hardware and software.
 - Follows-up to ensure problems were properly resolved.
1. 2.Computer Maintenance
 - Manages installation of desktop systems, upgrades, and preventative maintenance.
 - Converts data from one format to another.
 - Automates repetitive tasks.
 - Maintains inventory records.
2. 3.Web Site Design
 - Assist in administering the County website's homepage.
 - Coordinate with multiple departments to train department staff to maintain and update their departmental web pages.

QUALIFICATION REQUIREMENTS*

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required at the time of hire.

EDUCATION AND/OR EXPERIENCE

Associate's degree or equivalent from two year college or technical school with two years experience; or equivalent combination of education and experience. Experience with Microsoft Windows and Windows Server Platforms.

Minimum of 2 years of increasing responsibility in computer help desk and network support.

Preferred CompTIA A+, Network+ or other similar certification.
Valid Texas driver's license and acceptable driving record is required.

SKILLS AND ABILITIES

Ability to cooperate with staff and the public.
Ability to maintain a professional and polished manner when dealing with the public.
Ability to instruct and train in methods and procedures.
Ability to provide expert advice.
Ability to comprehend procedure manuals, and office procedures.

LANGUAGE SKILLS

Ability to communicate effectively with other members of the staff, supervisor, and the public.
Ability to communicate in both written and verbal form.

MATHEMATICAL SKILLS

Ability to calculate basic mathematical calculations (addition, subtraction, multiplication, and division) without the aid of a calculator.

REASONING ABILITY

Ability to define problems and deal with a variety of situations.
Ability to think quickly, maintain self-control, and adapt to stressful situations.
Ability to use good judgement and effectively solve problems.
Ability to plan work and establish priorities.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment described is representative of those that must be met by an employee to successfully perform the function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Physical Environment

The duties of this job may include physical activities such as climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing/listening, seeing/observing, and performing repetitive motions. Specific vision abilities required by this job include close, distance, and peripheral vision, depth perception, and the ability to adjust focus.
This job is performed in an office environment.

Work Environment

The work environment may include some or all of the following:
Repetitive activities (performance of the same physically demanding activity).
Time pressure (frequent rush jobs, urgent deadlines, etc).
Working under distractions (telephone calls, distractions, disturbances).
Unpleasant social situations (necessity of dealing with irate or disturbed individuals).
Intense or continuous noise.
Awkward or confining workspace (conditions in which the body is cramped or uncomfortable).
Dirty environment (situations in which workers or their clothing can become dirty, greasy, etc).
Improper illumination (glare, inadequate lighting, etc).

*Employment is contingent upon the successful completion of a background check.