Walker County
IT Help Desk I

The Walker County Information Technology Department has an opening for an IT Help Desk I position. Salary is in pay group 103 and ranges from $39,154 to $45,876.

JOB SUMMARY

The objective of the IT Help Desk I position is to service the informational, technical, communications and data processing needs of Walker County by providing over-the-phone technical support to end-users.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the IT Help Desk I will perform; other duties may be determined and assigned as needed:

Provide hardware and software technical support to Walker County and Staff via phone, email, remote access, or ticketing system.
Provide 1st contact with Staff via phone, email, remote access, or ticketing system that correctly assess the issue, obtains necessary information, priority, and path to resolution.
Troubleshoot, diagnose and resolve technical issues related to computers, software, networks, and other IT systems.
Accurately document all issues, solutions, and customer interactions in the ticketing system, maintaining clear records of resolved and unresolved issues.
Appropriately escalate unresolved or complex issues to higher-level IT support in a timely manner.
Meet IT department Service Level Agreements concerning issue resolution and communication.
Contribute to the development and maintenance of internal knowledge bases, FAQs, and documentation to help users troubleshoot common issues.

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

Have an interest in Information Technology and/or be enrolled in a trade school or college degree program in Information Technology, Computer Science, or a related field.
1-2 years of help desk or IT support experience is preferred, but not required.
Experience with computers, office suite software and Microsoft Windows.
CompTIA A+, Network+ Certifications is preferred, but not required.
Have a valid Texas driver's license, acceptable driving record and reliable transportation.

SKILLS AND ABILITIES

Ability to cooperate with staff and the public in professional manner.
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 mostly in an office environment; however, working outside in the environment will be required when needed.

Work Environment
The work environment may include some or all of the following:
On-call and after hours work.
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 and drug testing.