

TECHNOLOGY DIRECTOR
Willis Marlin



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

Rusk County

Job description

IT Technician

Department: Information Technology

Job Type: Full Time

Revised Date: May 2024

FSLA Status: Nonexempt

This is the entry level class in the Information Technology Division and is responsible for performing a full range of duties and responsibilities with a high degree of confidentiality.

Under general supervision, the Information Technology Technician performs technical and specialized support in the areas of maintenance, installation, testing and troubleshooting of computer hardware, software and printers. Application support, which includes programs for confidential records and data.

Example of Duties

- Provides general technical support of computer hardware and software problems; performs installation, troubleshooting and maintenance of county computers, printers and basic network cabling.
- Maintains an accurate inventory of all computer equipment and supplies.
- Schedules routine computer maintenance.
- Trains users on the use of computers, printers and software packages, web-based technologies, and various county systems.
- Maintain, update and manage assigned helpdesk tickets.
- Prepare clear and concise reports and maintain accurate and complete records.
- Performs related duties as required.

Typical Qualifications

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

Education and Experience: Equivalent to completion of two years of college or possession of an Associate of Arts degree with major coursework in computer science, computer engineering, information systems, or related field.

One year of professional computer support experience which has included computer operations and network or technical support on a variety of operating system, software, hardware, and hand tools. Additional experience as outlined above may be substituted on a year-for-year basis for the educational requirement.

License: Must possess and maintain valid Texas driver's license and have a satisfactory driving record.

Other Requirements: Candidates should be able to pass a background and fingerprint check. Must become CJIS Certified within 1 month of employment to work on Police Department systems.

Physical Demands: Must possess mobility to work in a standard office setting, use of standard office equipment requiring repetitive hand movement and coordination including the use of a computer keyboard. Must be able to operate a motor vehicle to visit various City and meeting sites; stamina to stand and walk; ability to lift and carry materials weighing up to 50 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the phone.

Working Conditions: Work in general office environments with some travel to different sites and share on-call duties to troubleshoot and resolve emergency problems.

Pay Range

- \$25,000.00 USD to \$35,000.00 USD

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@ruskcountytx.gov