



POSITION AVAILABLE

Job Title: Service Technician – Level I
Department: Information Technology Department
Job Location: Anahuac
Annual Salary: \$44,000 – \$47,800 annually
Application Period: September 7th, 2023 - Until Filled

Job Summary and Principal Duties: Performs computer systems support work, much of which requires travel to other offices for on-site diagnosis, installation, and repair. Works closely with the helpdesk for operational problems of County information technology systems.

Duties include, but are not limited to:

- Serves as the first point of contact for requests and issues that cannot be fulfilled or resolved remotely.
- Provides routine technical assistance troubleshooting software and hardware problems.
- Determines the best solution based on the issue and details provided by the user and escalates unresolved issues to the next level of support personnel.
- Records, tracks, and documents service requests using the centralized IT helpdesk.
- Assists with equipment setup for employee use, including the installation of cables, operating systems, or appropriate software.
- Identifies and suggests possible improvements on procedures.
- Performs all other related duties as assigned.

APPLICANTS MUST MEET THE FOLLOWING QUALIFICATIONS:

1. A High School Diploma/GED and two years related experience.
2. Associate's degree in a related field of study or relevant certificates preferred.
3. A valid Driver License.
4. Any applicant conditionally selected for this position will be required to submit to a physical and drug testing, before commencing employment. Technology must submit fingerprints and pass a background check.

Only applicants meeting the qualifications listed above need apply:

Information Technology Department
404 Washington Ave
Anahuac, TX. 77514
(409) 267-2451

Mailing: PO Box 9
Anahuac, TX 77514