

HELP DESK TECHNICIAN INFORMATION TECHNOLOGY

Ector County Information Technology is in need of a Help Desk Technician. The Help Desk Technician will be responsible to ensure proper computer operation so that end users can accomplish the County's business tasks. The Help Desk Technician will be under the general supervision of the Customer Service Supervisor.

PRIMARY DUTIES: Evaluates documented resolutions and analyzes trends for ways to prevent future problems. Fields incoming help requests from end users via both telephone and e-mail in a courteous manner. Documents all pertinent end user identification information. Builds rapport and elicits problem details from help desk customers and will record, track and document the help desk request problem-solving process. Applies diagnostic utilities to aid in troubleshooting. Will access software updates, drivers, knowledge bases and will access the Internet to aid in problem resolution. Identify and learn appropriate software and hardware used and supported by the organization. Performs hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, configuring systems, applications and performs preventative maintenance.

KNOWLEDGE AND EXPERIENCE: Must have five (5) years plus related work experience. Have knowledge of and experience with: desktop computer hardware and software, including operating systems; basic computer hardware; desktop and server operating systems; programming languages including .Net and HTML and working knowledge of service management software application. Requires strong documentation skills.

MINIMUM QUALIFICATIONS: High school degree or GED (some college coursework preferred). Must be available for on-call duty and able to meet the physical requirements of the position. Required certifications are: A+, MCTS for Windows 7 (or demonstrable experience). Must have a valid Texas driver's license with an insurable driving record.

SALARY: \$15.72 p/h plus excellent benefits; 8:00 a.m. – 5:00 p.m.; Monday thru Friday; occasional weekends or nights and will be on rotating "On – Call" schedule.

DEADLINE: UNTIL SUFFICIENT APPLICATIONS HAVE BEEN SUBMITTED FOR CONSIDERATION.

Please apply in the office of Ector County Human Resources Department, 1010 East Eighth, Room 630, Odessa, Texas 79761. Ector County does not discriminate on the basis of race, color, national origin, sex, religion, age and disability in employment or the provision of services.

The Immigration Reform and Control Act of 1986 requires all persons to whom a job offer is extended to provide proof of identity and eligibility to work in the U.S. before employment processing is completed. Passing a pre-employment urinalysis drug screen is required.

10/07/11

#12-09