



TRAVIS CENTRAL APPRAISAL DISTRICT
HUMAN RESOURCE DEPARTMENT

JOB DESCRIPTION

Date: May 2021 **Division:** Help Desk Technician

Job Title: Information Technology **Salary:** Grade 4

ESSENTIAL JOB FUNCTIONS:

Under the general direction and supervision of the Information Technology Manager, provides support to internal and external customers for both software and hardware. Performs a variety of network administration tasks to include: Microsoft Windows support, user account administration, backup and tape inventory management, software and hardware installation, maintenance and upgrades, equipment relocation, and phone system support. Provides support for job submissions, report printing, data imports and exports, processes entity data requests, and maintains supply inventory.

Qualification requirements:

Must have:

- * 2 years Information Technology experience or a combination of formal education, and experience.
- * Customer Service experience in a stressful environment; in person and on the phone
- * Working knowledge of Microsoft Windows, Microsoft Office applications (especially Word, Excel, Outlook)
- * Stable job history
- * Must be authorized to work in the US
- * The ability to work in the office Monday through Friday during normal business hours; overtime, including nights or weekends on occasion
- * All other duties as assigned

Prefer:

- * Working knowledge of network management
- * CompTia A+ certification
- * Phone system and call accounting experience
- * Back-end processing experience
- * Backup & tape library experience

Essential Physical Demands: Must be able to sit or stand for extended periods of time, have the ability to reach and twist upper body, bend, kneel, crawl and work in confined spaces. Must use hands for data entry most of the work day. Must be able to see and read fine print and lift up to 40 pounds. The position requires considerable concentration, ability to manage time effectively and work without supervision. It is subject to stress caused by a changing public environment, diversity in the organization, mandatory deadlines and heavy workload. Requires the ability to communicate on the telephone and in person. Requires the ability to assess information, ask questions, and execute assignments.

Environment Factors: Indoor activity with constant exposure to video display computer terminal, interface with the public. Moderate stress levels are constant with occasional significant stress. **Employee must be able to work overtime when needed with little or no prior notice.**