



JOB POSTING # 19-052

Part-Time HELP DESK TECHNICIAN

Finance Department - Technology Services

Hourly Rate: \$ 13.96 - \$ 15.26

Position Open Until Filled

The City of Kingsville is accepting applications for a Part-Time Help Desk position to support the City's Technology Services Division. Under the direction of the Information Technology Director assists with technical aspects of City networks. Operates, installs and maintains computers and associated equipment. Ensures performance and complies with end-user security policies. Setup and installs end-user equipment for operations. Communicates and provides support through remote, email, telephone and on-site methods. Maintains and controls incoming requests and priorities workload. Ability to coordinate and schedule work tasks with employees. Flexibility is required to perform tasks at the most appropriate time and location. Position requires working weekends and holidays as needed.

Training, Experience and/or Other Requirements

Knowledge of the principles, practices and techniques of computer operations (Windows). Knowledge of end-user program such as MS Office and MS Excel. Knowledge of computer security procedures. Ability to apply basic troubleshooting techniques and procedures. Ability to maintain confidentiality. Must interpret and apply both written and oral instructions. Ability to document processes and provide instructions in written format. Ability to establish and maintain an effective working relationship and to communicate with department personnel and City employees.

Minimum Qualifications:

2 years technical support or desktop support experience. **Acceptable Equivalency:** Any combination of experience, training, and/or education to conduct the essential functions of the position.

Employee Behavior and Conduct:

City employees shall conduct themselves in a professional manner and shall exhibit and extend such professional conduct appropriate for the circumstances to those with whom they come into contact both internally and externally during the performance of their duties. Examples of professional conduct include, but are not limited to, being communicative, informative, fair, honest and respectful.

All City employees are required in the course and scope of their employment to provide services for the benefit of the general public during emergency situations that threaten the safety of Kingsville's citizens. City employees must be able to work immediately before, during, and/or immediately after an emergency.

All positions require the following: 1) High School diploma or equivalent, 2) Valid driver's license 3) satisfactory driving record and 4) proof of eligibility to legally work in the U.S. The successful applicant will be required to take and pass a pre-employment drug screen and background investigation.

Applications may be picked up at City of Kingsville-Human Resources, 200 E. Kleberg, Kingsville, Texas 78363. For more information call 361-595-8017 or e-mail hadmin@cityofkingsville.com AA/EOE.

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11:55 a.m.