PART-TIME
HELP DESK TECHNICIAN
Technology Services

Hourly Rate: $ 14.89 - $15.80
OPEN UNTIL FILLED

The City of Kingsville is accepting applications for a Help Desk Technician to assists internal and external customers with information technology components. Work schedule will vary and will require working weekends as needed. Performs other duties as assigned.

Essential job functions include the following:
➢ Operates, installs and maintains computers and associated equipment.
➢ Ensures performance of equipment and complies with end-user security policies.
➢ Communicates and provides support through remote, email, telephone and on-site methods.
➢ Performs routine repairs, daily troubleshooting, and preventive maintenance; conducting internal compliance checks to ensure adherence to computer polices; performs annual system hardware and software inventory to ensure coverage under the maintenance agreement contracts.
➢ Maintains electronic systems, including telephones, security systems, printers, copiers, faxes, and other peripherals.
➢ Implements updates to web site information; assists with writing and developing information as needed for placement on the web site; performs layout work and all the other tasks required to create, develop, link, and expand Web page and services.
➢ Trains internal and external customers in the effective use of the computers and electronic services in Library and office settings.
➢ Ensuring security of software in accordance with established procedure; maintaining operational and maintenance logs and statistics.

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.

Associates Degree in computer science, networking or related field. Two (2) years technical or desktop support experience involving extensive public contact. Ability to maintain records in a standard, orderly, systematic fashion; Exceptional ability to deal with people effectively and courteously; *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 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 is required to pass a pre-employment drug screen and background investigation.

Applications may be picked up at City of Kingsville-Human Resources, 400 W. King Avenue, Kingsville, Texas 78363. For more information call 361-595-8017 or e-mail hradmin@cityofkingsville.com EOE.