



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SYSTEM SUPPORT SPECIALIST III**
Grade: 13

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Performs highly complex systems support work; Work involves providing customer support for county information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment; May train others; Works under close supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Provides routine technical assistance troubleshooting software and hardware problems, as well as problems involving office equipment such as phones, printers, and fax machines; recognizes and escalates difficult problems to a higher level of support.

Provides assistance in the design, development, and maintenance of various system applications

Installs, maintains, moves, and assists in testing and upgrading new and existing hardware or software

Coordinates and/or reviews and prioritizes incoming operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem; and monitors the status to ensure a timely resolution.

Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities

Maintains necessary security controls over software

Sets up equipment for employee use and performs or ensures proper installation of cables, operating systems, or appropriate software

Troubleshoots and resolves computer-related problems

Develops training manuals and procedures and trains users in the proper use of hardware or software

Prepares reports on systems efficiency and utilization

May assist in the review and recommendation of the procurement and inventory of information resources hardware or software

May prepare, develop, and update personal computer and mainframe application programs

May serve as lead worker providing direction to others

Performs related work as assigned

EDUCATION AND EXPERIENCE

Graduation from an accredited four (4) year college or university in Computer Science, Information Systems or related field

Five (5) years of experience in systems support work

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the practices, principles, and techniques of computer operation, of information systems, of computer software and hardware, of information security policies and procedures, and of local and wide area networks and database administration

Skill in the support of computers, in the use of applicable programs and systems, and in troubleshooting information systems

Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to serve as lead worker providing direction to others

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time

- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations