



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SCOFFLAW TECHNICIAN IV**
Grade: 10

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

Work involves providing support for Hidalgo County Scofflaw Program 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. To insure that the program is administered properly and that all Scofflaw projects are coordinated with the Hidalgo County departments and with other entities that the County contracts for Scofflaw project administration. Works under the supervision of the Manager, Motor Vehicle License Section, with minimal latitude for use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Provides customer service and answers user inquiries regarding computer software, hardware operation, and the use and interface of systems and software applications

Provides operational assistance in the implementation and utilization of data processing hardware or software

Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment

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

Maintains necessary security controls over software

Assists in setting up equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software

Assists in troubleshooting and resolving computer-related problems

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

May train others

Perform all other related duties involved in the operation of the Scofflaw project as assigned or required

Works as a liaison with the county departments in the reporting of program data, reports and analysis

Provides technical assistance to other County departments by answering inquiries and overseeing Scofflaw Program implementation

Inputs Scofflaw data and fiscal information into the Scofflaw Dashboard tracking system and related Scofflaw programs; ensures that recorded information is consistent between the systems by reconciling data monthly

Assists Management with the construction and archiving of all Scofflaw inter-local contracts with municipalities

Assist Management with gathering, compiling and analyzing information on Scofflaw related issues for preparation of required Scofflaw reports and budgets

Performs all other related duties as assigned

EDUCATION AND EXPERIENCE

Graduation from an accredited four (4) year college or university in a Computer related field

Five (5) years of related experience

Good understanding and knowledge of computer systems is required with knowledge of mainframe systems, related software, business principles and procedures

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

Good understanding and knowledge of computer systems is required

Ability to work independently or as part of a team, good oral and written communication skills, strong analytical and organizational skills, ability to solve problems quickly and completely and coordinate activities simultaneously

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