



Victoria County, TX

POSITION PROFILE

<u>Position Title:</u>	Senior Computer Technician	<u>Effective Date:</u>	May 2025
<u>Department:</u>	IT	<u>Division:</u>	IT
<u>Accountable to:</u>	Assistant IT Director	<u>Status:</u>	Non-Exempt

Primary Objectives

The Senior Computer Technician configures, installs and provides advanced technical support for desktop PCs, telephones, peripheral equipment, laptops and other devices.

Supervision Received

Work is performed under the supervision of Assistant IT Director.

Supervision Exercised

None.

PRIMARY DUTIES AND RESPONSIBILITIES

- Responds to support requests via multiple sources such as personal visits, phone, email, and helpdesk tickets.
- Troubleshoots complex problems and evaluates multiple options to resolve user problems.
- Documents incident/problem status and resolution in the helpdesk system. Alerts team members about recurring problems. Documents solutions to common problems and responses to frequently asked questions. Communicates updates on issues in a timely manner to ensure user satisfaction and productivity.
- Configures and installs desktop PCs, peripheral equipment, laptops and other devices.
- Works with junior level staff to respond to all service requests and acts as a coach and mentor.
- Interacts with users in a courteous and professional manner.
- May provide on-the-spot training to users.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of a broad range of computer hardware and software products
- Knowledge of Windows PC and Server operating systems
- Knowledge of Active Directory
- Knowledge of networking technologies and troubleshooting.
- Knowledge of industry wiring and cabling standards.
- Skilled in diagnostics and troubleshooting

MINIMUM QUALIFICATIONS

- Associate's degree in a technology-related field and 2 years experience.
- 2-3 years technical hardware and software support experience may substitute for an associate's degree.
- A+ and Security+ certifications preferred.
- Applicants for this position must pass a Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility. Due to CJIS requirements related to system access, the following will result in being disqualified for this position: Felony Convictions, Felony Deferred Adjudication, Class A & B Misdemeanor Deferred Adjudication, Class B Misdemeanor Convictions, an Open Arrest for Any Criminal Offense (Felony or Misdemeanor), and Family Violence Convictions.

WORKING CONDITIONS

The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Employees sit most of the time but may walk or stand for most periods of time.
- This is medium work requiring some physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include standard vision requirements, ability to convey detailed or important instructions to others accurately, loudly or quickly, and standard hearing requirements - hear information at normal spoken word levels.

Physical Exertion (Pounds)	
Up to 10	Occasionally
Up to 25	Occasionally
Up to 50	Occasionally
Up to 100	Seldom or never
100 or more	Seldom or never

Environmental Exposures	
Work near moving mechanical parts	Seldom or never
Work in high, precarious places	Occasionally
Toxic or caustic chemicals	Seldom or never
Outdoor weather conditions	Occasionally
Extreme Cold, non-weather	Seldom or never
Extreme Heat, non-weather	Seldom or never
Noise Level	Moderate

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.