



JOB POSTING #2024-36

CLOSING DATE: OPENED UNTIL FILLED

Job Title: IT Support Technician

FLSA Status: Non-Exempt

Work Location: 5658 Bear Lane; various locations

Department: MIS

Reports To: IT Director

Grade: 22 **Salary:** \$26.40 – \$43.04
(Min-Max)

Work Schedule: Monday – Friday, 8:00 am – 5:00 pm

General Summary: Under the supervision of the IT Director, this position will provide technical assistance to computer users. Answer questions or resolve computer problems for employees. Will also assist the IT staff with maintaining local area network hardware, software, and telecommunications services such as personal computers, system software applications, printers, switches, modems, wide area networks (WAN) equipment, telephone equipment, and cabling.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Performs regular maintenance on end-user systems.
- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Provides CCRTA staff computer support for email, file storage, and software programs.
- Responds to assigned help desk tickets and provide solutions for reported customer problems.
- Identifying the causes of networking problems.
- Oversees the daily performance of computer systems.
- Sets up equipment for employee use, performing or ensuring proper cables, operating systems, or appropriate software installation.
- Configures and evaluates local area network (LAN) and wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems.
- Configures security settings or access permissions for groups or individuals.
- Provides telephone support related to networking or connectivity issues.
- Troubleshoots network or connectivity problems for users or user groups.
- Establishes and maintains effective professional working relationships with those contacted during work.
- Wears personal protective equipment and complies with safety regulations.
- Performs other duties as assigned.

Qualifications include:

Knowledge, Skills & Abilities:

- Strong computer networking programs, systems, languages, principles, and technology skills.
- Technological developments/trends in area of expertise.
- Proficient in Microsoft Office, database applications and other communications equipment.
- Strong problem-solving skills.
- Works independently on the tasks provided and completes assigned projects.
- Willingly fosters a positive work environment.

- Superior English verbal and written communication skills.
- Understands and follows oral and written instructions.
- Reads and interprets service and instruction manuals.
- Comply with CCRTA policies and procedures
- Maintains a dependable attendance record.
- Works immediately before, during, or immediately after an emergency as required as part of the CCRTA's. Emergency Response Team to provide emergency services to the general public during emergency situations.

Physical Requirements:

Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 50lbs, long periods of sitting, repetitive movements, frequent standing, crouching, kneeling, twisting, reaching, bending, and lifting while installing or servicing computer equipment.

Working Conditions:

Works primarily in a typical, climate-controlled office environment. An average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the job duties, the employee occasionally works in outside weather conditions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law, and may be made to enable individuals with disabilities to perform essential functions. To request reasonable accommodation regarding your application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 903-3524

Experience and Training Requirements:

This position requires any equivalent combination of training, education, and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Associate degree from 2-year college preferred; Certificates in CompTIA A+, Network+ and Microsoft preferred
- **Experience:** Minimum two (2) years of directly related experience in Windows and help desk strongly preferred
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 21 years of age. Any job offers and continued employment is contingent upon completing and passing a pre-employment job agility evaluation, Department of Transportation physical, drug and alcohol screen, and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years. Must possess own hand tools. Extensive paid training provided for advancement to Journeyman Mechanic.

*CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace.
M/F/D/V*