

## BURLESON COUNTY, TEXAS

### Job Description – IT Technician

<b>Department:</b>	Information Technology
<b>Reports To:</b>	County Judge & County Auditor
<b>FLSA Status:</b>	Non-Exempt
<b>Date Approved:</b>	11/26/2025
<b>Job Title:</b>	IT Technician

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### *Summary*

You will provide technical support for all Burleson County departments, maintaining the county's computer systems, network, and technology resources. You'll handle hardware, software and network troubleshooting, assist users daily, and help manage a wide variety of county systems.

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### *Essential Duties and Responsibilities*

- Install, configure, maintain, and repair county computers, printers, and related equipment.
- Provide user support for desktop applications, county software, and online systems.
- Manage county servers, switches, routers, and cabling with attention to security and uptime.
- Maintain and troubleshoot network connections, Wi-Fi access, VPN, and phone systems (VOIP).
- Create and maintain user accounts, passwords, and access permissions.
- Manage backups, antivirus updates, and system patching.
- Monitor system performance and perform preventive maintenance.
- Maintain IT asset inventory and software licensing records.
- Provide setup and support for Commissioners Court, County Court, and District Courts audiovisual and meeting equipment.

- Assist with technology planning, procurement, and vendor coordination for IT purchases.
  - Maintain documentation for systems, passwords, configurations, and procedures.
  - Protect confidentiality and comply with all state and federal data-protection laws (CJIS, HIPAA, PCI, etc.).
  - Work cooperatively with elected officials, department heads, and employees to solve technical issues.
  - Other duties as assigned by the County Judge or County Auditor.
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### ***Required Knowledge, Skills, and Abilities***

- Windows 10/11 and Microsoft 365 administration.
  - Network fundamentals (TCP/IP, DHCP, DNS, VPN, firewalls).
  - VOIP phone and network printer setup and support.
  - Experience with timekeeping systems configuration, troubleshooting, and data exports to payroll systems.
  - Familiarity with other county financial software preferred.
  - Strong troubleshooting skills and ability to explain technical concepts in plain language.
  - Ability to prioritize multiple support requests and meet deadlines under limited supervision.
  - Maintain confidentiality of all sensitive data.
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### ***Minimum Qualifications***

- High school diploma or GED required; Associate degree in Computer Science, Information Systems, or related field preferred.
- Two (2) years of experience in IT support, networking, or system administration.
- Valid Texas driver's license.

- Must pass background check and, if applicable, qualify for CJIS security clearance.
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### ***Preferred Qualifications***

- CompTIA A+, Network+, or equivalent certification.
  - Prior experience in a Texas county or local government IT environment.
  - Knowledge of audiovisual systems, surveillance cameras, and access control systems.
  - Experience supporting Microsoft Active Directory and Exchange environments.
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### ***Working Conditions***

- Work primarily in an office or server-room environment; occasional fieldwork at remote county sites.
  - Occasional lifting or moving of equipment up to 50 lbs.
  - May require after-hours work for maintenance, emergencies, or system updates.
  - May require overnight travel for training.
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### ***Compensation and Benefits***

<b>Pay Range:</b>	\$21.00 – \$26.00 per hour, depending on experience and certifications
<b>Benefits:</b>	Health insurance (currently valued at \$11,687), TCDRS retirement with 200% county matching, paid holidays, vacation, and sick leave per county policy

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### ***Employment Relationship***

Employment with Burleson County is **at-will** under Texas law. This job description is not a contract and may be modified by the supervising official at any time.

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