

Hutchinson County Technology Department

Position open for an assistant to IT Director

JOB DESCRIPTION:

Assistant IT Director

The Support Technician is responsible for handling first level support of all service requests. This relates to all technology, to include: workstations, servers, printers, networks, and vendor specific hardware and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems
- Support of disaster recovery solutions
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security
- Basic remote access solution implementation and support: VPN, Terminal Services, and Citrix
- Onsite and remote support will be essential in providing support to our end users
- Monitor the remote monitoring and management system alerts and notifications, and respond accordingly through service tickets
- System documentation maintenance and review
- Communication with end users as required: keeping them informed of incident progress, notifying them of impending changes or agreed outages

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Improve customer service, perception, and satisfaction
- Fast turnaround of customer requests
- Ability to work in a team and communicate effectively
- Work with the IT Director to ensure requests are routed to the proper resource in order to be resolved quickly and efficiently
- Escalate service requests that require a higher level support
- Enter all work as service tickets into ticketing system
- Monthly timesheet are to be turned in at the end of each month no later than the 5th day of the following month

SKILLS REQUIRED:

- High School Diploma or equivalent
- MCP or equivalent certification preferred
- 2+ years of experience hands on technical support troubleshooting hardware and software including: PC's, laptops, servers, printers and LAN/WAN
- Experience with the Microsoft family of software solutions including Windows 11 and Server OS's as well as the Office Suite line of applications
- At least 6 months of experience handling concurrent or multiple tasks efficiently
- Advanced understanding of operating systems, business applications, printing systems, and network systems
- Strong oral and written communication skills
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organization's key IT services for which support is being provided
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment
- Some light lifting of PC and Server equipment

Must pass an FBI background check

Applications for employment should be downloaded and returned to the Hutchinson County Treasurer's Office.

Telephone: (806)878-4010

Physical address – 500 Main St., Stinnett, Texas, room 204 in the Hutchinson County Courthouse

Mailing address – PO Box 520, Stinnett, Texas 79083

Closing Date: October 1st, 2026 5:00pm