

WICHITA COUNTY

Job Announcement



Job Posting Number: 2021-038

POSITION: Software Support Specialist IV- Information Technology

LOCATION: Wichita County Courthouse
900 7th Street
Wichita Falls, Texas 76301

REPORTS TO: Director of Information Technology

HOURS: 8:00 a.m. - 5:00 p.m., Monday – Friday

SALARY: \$52,000 - 55,500 Annually (Depending Upon Qualifications)

POSTING DATE: November 22, 2021

CLOSING DATE: December 06, 2021 or Until Filled

► JOB SUMMARY:

The Software Support Specialist will be responsible for providing software support for Wichita County Tyler Technology software products to customers over the phone, electronically or in person.

► ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Learn the ins and outs of the county's software infrastructure, primarily Tyler Odyssey
- Ability to work both independently and in collaboration with a team
- Ability to explain technical and complex issues in simple terms
- Display excellent written and verbal communication skills
- Ability to adjust to changing work environment
- Train employees, elected officials, and department heads to use the county's software both locally and off site.
- Keep a record of training activities
- Create and track support tickets and document the outcomes.
- Ensure that support tickets are resolved efficiently and in a timely manner
- Exhibit strong troubleshooting and analytical mindset
- Ability to multitask
- Maintain and create business process and training documentation
- Researches, analyzes, and documents existing business processes to propose and implement efficient technological solutions.
- Identifies, analyzes and solves business problems through the analysis and testing of potential solutions
- Accepts Help Desk calls from users and provides telephone and on-site technical support to troubleshoot and fix software application problems or routes the user to the appropriate personnel for problem resolution.
- Performs all other assigned duties.

► **MINIMUM QUALIFICATIONS:**

- Bachelor's degree or equivalent preferred.
- Work experience can be substituted for education.
- Two (2) years of previous end-user support experience in information technology.
- Working knowledge of SQL database operations, including installation, routine maintenance, and script writing preferred.
- Practical hands-on experience in computer operations, installations, and configuration of application software.
- Ability to work independently or as part of a team.
- Extreme attention to detail is required.
- Ability to communicate user system requirements to both technical and non-technical County staff and vendors.
- Strong analytical and organizational skills, ability to solve problems accurately, completely and quickly.
- Ability to participate in multiple projects concurrently without loss of quality on any project.
- Driving may be required. Must have a valid and current driver's license.

► **DECISION MAKING:**

- This position works on moderately complex-to-complex problems.
- Defined policies and procedures provide decision guidance.
- Limited latitude is allowed in the performance of day-to-day activities, and decision-making is within County and departmental guidelines.
- Work is guided by clearly defined objectives and functional direction.
- The analysis/judgment required for making decisions and recommendations is that of an intermediate-level professional with an industry-specific body of knowledge.

► **CONDITIONS OF EMPLOYMENT:**

- Must pass a pre-employment physical examination and drug test paid by Wichita County
- Must be physically able to occasionally lift and move loads weighing up to thirty (50) pounds
- Regular attendance and punctuality are mandatory
- Must observe and comply with Wichita County's NO SMOKING policy in County-owned buildings, offices, vehicles, motor driven equipment and on property designated as NO SMOKING areas

► **APPLY TO:**

**Wichita County
Human Resources Office
900 7th Street, Room 132
Wichita Falls, TX 76301
Phone: (940) 766-8108**

EQUAL OPPORTUNITY EMPLOYER: It is the policy of Wichita County to recruit, hire, train, and promote persons in all job categories without regard to race, color, national origin, religion, sex, age, or disability. It is the policy of Wichita County to consider qualified individuals according to ADA standards. If notified in advance, requested accommodations will be considered. Final reasonable accommodations will be determined in accordance with ADA standards by departments after appropriate consultation. Rejected accommodations will be documented and retained on file.

TEXAS RELAY: TDD (800) 735-2989, VOICE (800) 735-2988. For candidates requesting Braille, Mobility requests, etc., please call (940) 766-8108. HR/ADA Compliance Office, Room 132, Wichita County Courthouse, 900 7th Street, Wichita Falls, Texas 76301.