



MONTGOMERY COUNTY JOB POSTING NOTICE

**APPLICATIONS FOR THIS POSITION WILL BE ACCEPTED UNTIL THE POSITION HAS BEEN FILLED.
MONTGOMERY COUNTY RESERVES THE RIGHT TO CLOSE THIS POSTING WITHOUT NOTICE.**

DEPARTMENT:	Information Technology	JOB GRADE:	12
JOB TITLE:	Operations Specialist III	ANNUAL SALARY:	\$47,066.80
LOCATION:	301 N. Thompson (Conroe, TX)	CIVIL SERVICE:	Yes
SHIFT HOURS:	Monday – Friday (8:00am – 5:00pm) Must be available to work a rotating call schedule. After hours and on-call work required, including: evening, weekends and holidays.		
SUBMIT APPLICATIONS:	Montgomery County Human Resources Department	ADDRESS:	501 N. Thompson, Ste. 400 Conroe, TX 77301
PHONE:	(936) 539 – 7886	FAX:	(936) 788-8396
E-MAIL:	jobs@mctx.org	WEBSITE:	www.mctx.org
OFFICE HOURS:	Monday – Friday 8:00am – 5:00 pm (Friday: Closed from 12:00pm – 1:00pm)		

Job Summary

- Provide support for County PC hardware and software, including: computers, laptops, printers, scanners, other peripherals, various software packages, network access and other duties as assigned.

Education, Experience and Skill Requirements

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| <ul style="list-style-type: none"> • Requires a High School diploma or GED • A+ certification or equivalent experience required • Must pass the Montgomery County Sheriff’s Office background check • Must be self – motivated and be able to work independently with little supervision • Must be able to demonstrate trust and respect in their daily interactions • Customer service oriented personality • Must be able to appear for work with regular, reliable and punctual attendance | <ul style="list-style-type: none"> • Available to work over 40 hours in a workweek, when required • Excellent communication skills to be able to communicate effectively with Department Heads and county employees • Ability to develop and maintain effective working relationships with county employees • Ability to plan and organize work and complete tasks within the prescribed timeframes |
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Primary Job Duties

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| <ul style="list-style-type: none"> • Will receive and setup computer related equipment under the general guidelines of the Lead Business Coordinator III • Install miscellaneous hardware and testing applications on county PC’s • Create PC images for specific models and store these along with original factory setup on a designated server • Asset tag and record all equipment prior to delivering to the user environment • Design, develop, document desktop application techniques and procedures, including; consulting with Department Heads to determine hardware, software or system functional specifications • Provide PC training to users including: network login, MS office and email usage | <ul style="list-style-type: none"> • All troubleshooting issues must be logged in the appropriate tracking database • Evaluate hardware problems and determine the best and most cost effective solution for repair or replacement of the hardware • Assist in special IT department projects and be required to learn and apply new computer related skills as needed • Assist in developing and following IT department procedures and standards • Perform other duties as assigned by supervisors • Answer the IT help desk phone and assist the caller in resolving any computer or application related problems including application support |
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After receiving a conditional offer of employment, applicant must pass a drug screen (1/2 cost = \$20.00, responsibility of applicant) and may need a physical agility test (1/2 cost = \$22.50, responsibility of applicant) before becoming an employee of Montgomery County.

Position No:	503-5511-7	Requisition No:	2556
Date Posted:	08/08/2017	Equal Employment Opportunity Employer	