Cameron County Irrigation District #2 and Drainage District #3 Information Resources and Technology Specialist

Job type
- Full-time

Shift and Schedule
- 8-hour shift
- Monday - Friday

Location
- 26041 FM 510, San Benito, TX 78566

Full job description

Job Summary:

The Information Resources and Technology Specialist is primarily responsible for installing and maintaining a suite of computers, adjoining peripheral systems, software, website and data management, and network architecture responsive to the growing demands of the districts' requirements. Additionally, the Information Resources and Technology Specialist is available to respond to service and support requirements in a courteous and respectful manner to staff and end users on a variety of computer, technology, and telecommunications issues. Must work well in a dynamic and team focused environment. Self-starter who can effectively analyze, develop, communicate, and implement process improvement technology solutions with little direction and oversight. Provides recommendations to the General Manager on budgeting, strategic planning, network security, software application recommendations and development in response to existing issues and emerging capabilities needed to advance the districts' ability to streamline customer sales and service.

Essential Functions:
- Develops and orchestrates a Helpdesk ticket tracking system to respond to problems identified by users in a timely manner.
- Takes user requests over the telephone, e-mail and documents all issues in an incident management system.
- Identifies, research, resolves, or escalates technical problems.
- Maintains Districts' public facing websites.
- Troubleshoots, resolves, or escalates hardware and software problems pro-actively or as identified by users.
- Installs, configures, and maintains desktop, laptop hardware and software.
- Instructs users in the use of equipment and software.
- Identifies and resolves system security issues to include antivirus, spyware & system software updates.

- Supports and maintains voice communications systems. (VoIP)
- Provides support for audio-visual equipment.
- Provide assistance and support to staff as needed.
- Able to react to change productively and handle other essential tasks as assigned.

Qualifications and Requirements:
- Bachelors or associate degree in Computer Science, Information Systems, or other related fields preferred or equivalent work-related experience. Years of experience may substitute for a degree.
- 2-3 years in information technology, cyber security, and computer programming experience preferable

Directory environment:
- One (1) year experience supporting Windows 10
- Knowledge of Ethernet networks and TCP/IP settings.
- Knowledge and experience with ArcGIS Pro software applications.
- Experience supporting Microsoft Office 365 or greater; network printing; corporate email.

Preferred:
- Experience in Helpdesk Support in a Windows Active Directory environment.
- Experience supporting Exchange email environment.
- Experience with software and application development.
- Experience with network security vulnerability analysis and cyber security mitigation.

Physical Demands:
Must be able to read, write, and communicate both verbally and in written form to express and exchange ideas. While performing the responsibilities of this job, the employee must be able to access all components of workstation and other office equipment. Frequent typing, writing, bending, and twisting. Must be able to lift up to 10 pounds.

Work Environment:
General office environment with moderate noise. This position is mostly sedentary, involves sitting most of the time, but may involve walking or standing for brief periods of time. A busy environment with many unscheduled interruptions.
Frequent computer use at workstation for extended periods of time. Public contact position requiring appropriate business apparel.

Compensation
Based on Qualifications
Medical Insurance provided.
Retirement Plan with matching (once vested) through TCDRS

Contact Details
Application can be dropped off at the District offices or send to:
charmon@ccdd3.org