



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
(210) 225-0071 • Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	IT Technician	e-mail resume:	Jamie.flechas@habctx.org
SUPERVISOR	Main Office Property Manager	DEPARTMENT	BMDC
REGULAR/TEMP	Regular	FULL/PART	Full-time

General Summary

We are looking for a Full-time IT Technician to support the Housing Authority of Bexar County main office. The IT Technician is primarily responsible for coordinating, facilitating, and troubleshooting all programs and technology related equipment.

Principal Duties And Responsibilities

- Set up, update, maintain and troubleshoot Microsoft Windows desktop and notebook computers.
- Install and configure Government-approved software.
- Set up, configure, and troubleshoot printers, scanners, and other peripherals.
- Maintain and troubleshoot conference room audio visual equipment.
- Monitor and verify the integrity of system back-ups and facilitates restore files as needed.
- Determine effective ways to organize documents associated with new software installations.
- Manage and document process for customers to submit IT work requests.
- Facilitate the establishment, disconnection, and maintenance of communication connections.
- Present formal and informal training and assistance to customers on IT equipment and programs.
- Participate in the development of IT goals, objectives, plans, and policies.
- Prepare detailed and accurate reports related to IT requests, and present to the Executive Director.
- Coordinate the resolution of computer issues using the help desk ticketing system.
- Maintain inventory of all hardware and software resources and parts.
- Work with and maintain communication with third-party IT Vendor.
- Serve as the technical advisor for information technology acquisition and system support.
- Aid in the development of comprehensive instructions for the operation of system components.
- Analyze and effectively solve problems in a timely and organized manner using industry best practices and procedures. Display the ability to multi-task in a fast-paced environment.
- Performs other duties as assigned.

Knowledge, Skills And Abilities

- Customer service skills.
- Ability to critically think, analyze problems, and recommend an appropriate course of action to solve problems.
- Ability to operate a personal computer and business software.

- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain cooperative relationships with diverse groups and maintain positive working relationships, demonstrate good judgement and integrity with HABC staff of all levels, residents, vendors, and the public.
- Ability to work under pressure and manage multiple projects

SUPERVISORY CONTROLS

- The employee has no supervisory responsibilities.
- The employee receives instructions from the HABC Main Office Property Manager.
- Courses of action, deadlines, and priorities are established by procedure, the supervisor, or the employee, depending on the assignment.
- Routine duties are initiated by the employee without supervisory direction.
- Instructions to the employee may be general or specific in nature.
- Problems or situations not covered by instructions are usually referred to the supervisor for resolution.
- The employee's work is reviewed periodically for accuracy, completion, and compliance with policies and procedures.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.
- Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.
- Position requires the need to sit, stand, bend and/or stretch for extended periods.
- Requires lifting, carrying and/or pushing up to 10 pounds.
- Occasional travel to various work locations in all weather conditions.
- Frequent repetitive hand movement (e.g., typing).
- Appointees will be required to possess a valid driver's license and be insurable according to agency guidelines only if the operation of a vehicle, rather than employee mobility is necessary to perform essential duties of the position.

Minimum Qualifications

- High school diploma or GED Equivalent. Two years of experience setting up, configuring, and troubleshooting desktop/notebook hardware and software (Windows and Mac OS).
- Experience with desktops and notebooks in a networked environment, Microsoft Office and Outlook.
- Must be able to clearly communicate technical concepts to non-technical people.
- Bondable.
- Must be able to work weekends and/or holidays to finalize month end for processing, if necessary
- Must be extremely organized and have a strong attention to detail

- Must be able to multi-task and complete tasks while getting interrupted.
- Strong oral and written communication skills required
- Strong work ethic and team player
- Flexible and adaptable to succeed in a growing and dynamic decentralized environment
- Strong problem-solving and analytical skills
- Be respectful of management and fellow co-workers
- Proficient in Microsoft Word, Excel, and Outlook
- Eligible for coverage under the HABC fleet auto insurance.

Preferred Qualifications:

- Bachelor's degree in Information Technology and 3 years of experience setting up, configuring, and troubleshooting desktop/notebook hardware and software (Windows and Mac OS).
- Bilingual in English/Spanish

Mental and Physical Abilities:

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.