



Information Technology (IT) Specialist

COCC

This position is responsible for providing technical assistance and support to HCHA'S end-users with computer systems, software, and hardware, and maintains HCHA's network infrastructure to ensure network connectivity.

PRIMARY RESPONSIBILITIES

- Diagnose and resolve technical issues with computer systems, software and hardware.
- Install, configure, and maintain computer systems, software and hardware
- Troubleshoots and resolves printing and scanning problems.
- Oversee the performance of computer systems.
- Evaluates hardware or software and recommends improvements or upgrades.
- Answers user inquiries regarding software or hardware operations to resolve problems.
- Sets up equipment for employee use; performs or ensures proper installation of cables, operating systems or appropriate software including telephone setup.
- Conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Provides technical support, addresses questions and concerns.
- Performs routine maintenance on all hardware and software.
- Reports and tracks IT related activity and issues.
- Assist with network connectivity issues and maintains network infrastructure.
- Works with outside IT managed services vendor and software companies regarding all systems.
- Perform other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Knowledge of network system installation, maintenance and repair.
- Knowledge of computer network hardware, software and peripherals.
- Knowledge of computer operating systems.
- Knowledge of HCHA's operations and information technology needs.
- Skill in troubleshooting computer software and hardware problems.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise reports.
- Skill in oral and written communication.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary requiring up to eight hours in a seated position.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org. Complete the application on the website at www.hchatexas.org and submit the completed **HCHA Application for Employment**, a **resume and cover letter in PDF format** to hr@hchatexas.org.