



## BEXAR APPRAISAL DISTRICT

### JOB SPECIFIC INFORMATION

**Title:** PC and Network Technician  
**Department:** Information Systems  
**Division:** Technology

**AMENDED DATE:** January 1, 2021

**Group:** 614  
**Exempt:** No  
**TDLR Registration:** None

### General Description

Provide "front-line" support, assistance and training for all technology supported applications. Isolate and resolve system hardware, software and user-related problems. Install, replace, move & configure Personal Computer hardware, software, components & peripherals. Load, configure, update and remove Windows Operating System Software and Software Packages. Install, modifies, and make minor repairs to network hardware including network printers, IP phonesets, unmanaged switches, and other peripheral network devices. Loads prescribed network application/software. Be able to understand and support Virtual Desktop Infrastructure (VDI) . Maintain accurate fixed asset information on Personal Computer equipment, software and other department capital items.

### Qualifications

1. Associate degree or its equivalent preferably in Computer Science; Relevant experience may be substituted for college hours - two (2) years of related work experience will equate to thirty (30) college hours.
2. A minimum of two (2) years of recent, full-time experience installing, configuring, maintaining, troubleshooting and repairing personal computer systems and networks.
3. Basic understanding of computer networking such as IP addresses, subnets, VLAN, DHCP, DNS.
4. Demonstrate ability to operate a computer terminal and proficient in Word, Excel, email and Internet Browsers.
5. Communicate effectively orally and in writing.
6. Possess basic knowledge of the District's functions and responsibilities as outlined in the Texas State Comptroller Taxpayer Rights and Remedies brochure.
7. Work effectively both independently and with others.
8. Organize and plan work effectively.
9. Commitment to providing exceptional public service.
10. If position requires use of personal vehicle, a valid Texas driver's license with proof of liability insurance is mandatory with a verified acceptable driving record. In any case, must have reliable transportation.
11. Must have a telephone or point of contact.

### Essential Functions of the Job

1. **Support organization goals** by maximizing the availability, performance, and usability of the Personal Computers for individual users and Personal Computers located in the Public Research, ARB and training areas. Ensure that Personal Computers, peripherals and software are in optimal operating condition.
2. **Provide assistance to the general public and BCAD employees** by developing strategies to deliver effective and factual communication regarding BCAD policies, procedures and property tax laws affecting both the property owner and BCAD; communicate procedures and important deadlines. Quickly resolve reported problems and explain how to effectively use computer equipment and software.
3. **Maintain BCAD database** by operating a PC and becoming totally familiar with the District's CAMA system in order to research and retrieve BCAD records. Also, operate copiers, printers, scanners, and desk calculators.
4. **Represent the district** by quickly and professionally providing assistance or resolving problems in public areas. Also, by assisting in achievement of overall goals, those set by the District and those mandated by the State.
5. **Improve procedures and job efficiency** by evaluating work methods and making suggestions; maintaining quality of work and division production standards; plan and organize daily workload.
6. **Enhance the division's effectiveness** by demonstrating professionalism in conduct, and appearance; understanding the necessity for dependability, punctuality, regular and reliable attendance, and integrity of work.

7. **Comply with BCAD policies and procedures and state laws** by staying current on written policies and procedures for BCAD personnel; maintain current knowledge of new and revised tax laws and property tax code.
8. **Contribute to team effort** by accomplishing assigned tasks which can change as required by business needs.
9. **Physical demands requiring** sitting, standing, bending, kneeling, carrying, pushing, climbing stairs and ladders, lifting up to 30 lbs. which could be office equipment or furniture, possible weekends and overtime as needed.
10. **Environmental factors include**, but are not limited to, high stress office atmosphere analyzing data at a computer terminal or lap-top, map copier machines, cash register, printers, scanning machines; may be provided a communication device that must be carried while on duty and during off-duty hours; high phone demands, may be some exposure to outdoors; high humidity and extreme temperatures, drives to designated locations, if required, to perform District assignments in all weather conditions.

### Reporting Relationships

**Reports to:** Information Systems Director

**Supervises:** None.

**Works With:**

**Internal** – BCAD Staff

**External** – Taxing Units, Fiduciaries, Outside Vendors & Agencies, ARB, and the General Public.

### Conditions of Employment

1. Meets standards of the **“General Description”**, **“Qualifications”** and **“Essential Functions of the Job”**.
2. Must sign an Ethics Agreement.
3. Must sign an Authorization for Non-Release or Release of personal information.
4. Must sign a Logon/Security/Electronic Mail Form for access to computing facilities.
5. Agrees to comply with all written District Employee Policies and Procedures.
6. Must complete a Financial Disclosure Form

### Evaluations

Evaluations will be in accordance with the BCAD personnel policies. After the initial 90 days the immediate supervisor will evaluate employee's performance of their duties and responsibilities as detailed above. The initial review is a communication tool to review criteria and standards and not necessarily a salary change recommendation. Evaluations will then be at 6 months followed by another at 12 months then annually in January of each year thereafter.

### Acknowledgement

I, Michael A. Amezcuita, Chief Appraiser, do hereby approve the PC Technician Job Description.



**Michael A. Amezcuita, Chief Appraiser**

01/01/2021  
**Date**