



## Atascocita Fire Department Harris County ESD No. 46

18425 Timber Forest Dr.  
Atascocita, Texas 77346  
Voice 281-852-2181 Fax 281-852-3192  
Federal ID# 76-0693285  
[www.avfd.com](http://www.avfd.com)



### **POSITION POSTING**

Atascocita Fire Department is currently seeking qualified candidates for the position of **ITC Support Technician**. This position is an exclusive, non- exempt, fulltime, paid position that reports to the Director of ITC & Operations Support.

#### **The Organization**

Atascocita Fire Department is the duly elected, taxing body with responsibility for providing emergency services in Atascocita. The district is a 25 square mile area of unincorporated Harris County that is home to some 74,000 residents. In 2017, the organization responded to 5500 requests for service.

The district has a progressive IT and communications division that operates 2 primary data centers and 2 branch office data centers located in district facilities. The district utilizes a Microsoft Hyper-V virtual server environment and maintains over 25 servers, with a mix of Windows Server and UNIX based operating systems. The IT and Communications department is responsible for maintaining servers, station desktops, employee assigned laptops, enterprise switching and networking gear, vehicle mounted mobile data terminals and accompanying LAN, land mobile radio and system, and various other technology throughout the district.

#### **The Position**

Under the supervision of the Director of ITC & Operations Support, the ITC Support Technician will be largely responsible for Tier I technical support of department technology & systems and serve as the first point of contact for IT service requests and incidents.

Candidates must be personable and able to communicate at the end-user level, work closely across the Operations Support division, and most importantly function well in a team atmosphere. Must have the ability to diagnose and resolve end user issues over the phone as well as face-to-face. Some responsibilities include but are not limited to:

- Maintain a high degree of internal customer service.
- Maintain accurate records of work orders and log/document maintenance, repairs, and other activities in a timely fashion.
- Provide first line ITC support for end user requests/issues for desktop, laptop, mobile device, and application support.
- Escalate any ITC incidents or requests that require further diagnosis to the Director of ITC & Operations Support and to monitor the progress of these incidents and requests until resolution.
- Support users in the use of IT equipment by providing the appropriate guidance where necessary.
- Setup and support technical aspects of conferences and meetings, operating media display equipment and conference phone and video systems.
- Receive new ITC assets, inventory, check in/out assets, maintain accurate inventory of assets and supplies, and conduct routine audits of inventory system.
- Install, and troubleshoot vehicle radio and broadband devices such as: mobile radios, modems, cameras, recorders, and antenna systems.



## Atascocita Fire Department Harris County ESD No. 46

18425 Timber Forest Dr.  
Atascocita, Texas 77346  
Voice 281-852-2181 Fax 281-852-3192  
Federal ID# 76-0693285  
[www.avfd.com](http://www.avfd.com)



- Install ethernet, coaxial, connectors, antennas, terminations, and couplers in accordance with industry standards in facilities and vehicles.
- Assembling and performing simple wiring or hardware repairs.
- Deploying Factory Software / Firmware Updates and calibrations.
- Performing simple tests and adjustments to ensure equipment is functioning properly.
- Maintain work area and perform basic server room maintenance and upkeep.
- Participate in after-hours upgrades, troubleshooting, and/or on-call availability, as needed
- Special projects as assigned by the Director of ITC & Operations Support.
- Attend FEMA classes or other NIMS base courses as needed.
- Mandatory Participation in the Logistics Branch during a disaster or EOC activation.
- Attend meetings and conferences as needed.
- Type and word process documents as needed.
- Extensive knowledge of both hardware and software in order to provide client support which includes installation/deployment, upgrading and troubleshooting hardware, software and mobile technology solutions.
- Other duties as assigned.

### **The Candidate**

The ideal candidate for this position will meet the following minimum standards:

- Must be 21 years or older.
- High school diploma or GED equivalent.
- 2 or 4-year Technical Trade or University degree
  - Will consider extensive work experience in lieu of degree
- CompTia A+ or similar preferred.
- 18+ Months of relevant IT support experience.
- Residence within 30 minutes of AFD Headquarters preferred.
- Familiar with HIPAA and HITECH regulations.
- Knowledge of Windows/Linux servers, virtual environments, network architecture, protocols, security, troubleshooting, and performance tuning and monitoring
- Experience in system administration, including system maintenance, Active Directory, workstation support, internet connectivity, load monitoring
- Experience in enterprise class hardware, software provisioning, installation, configuration, maintenance, and troubleshooting
- Knowledge of LAN/WAN networking, servers, workstations, operating systems, and applications
- Experience troubleshooting network clients and servers
- Obtain a Texas Driver's License within first month of employment and have a good driving record.
- Obtain a Texas Class B Exempt Driver's License within first year of employment.
- Must be able to sit and stand for 8 hours
- Must be willing to work 12 hour shifts
- Must be willing to work days, nights, weekends, and holidays
- Must be able to lift 50 lbs.
- Must have command of the English language, including reading, writing, speaking, and typing.
- Should be able to type 35-40 wpm.



## Atascocita Fire Department Harris County ESD No. 46

18425 Timber Forest Dr.  
Atascocita, Texas 77346  
Voice 281-852-2181 Fax 281-852-3192  
Federal ID# 76-0693285  
[www.avfd.com](http://www.avfd.com)



- Good organizational skills.
- HAM radio Technician or higher preferred.

This position is considered a full-time (40 hours) hourly position, primarily working normal business hours: Monday through Friday, 9AM to 5PM. However, on occasion, the need to be available by phone at night and on the weekends will arise. Also, due to the continuous operation of the organization, there will be instances where normal business hours will need to be exchanged for after business hours based upon the needs of the organization. For example, the candidate would need to report to a specific district facility or remotely troubleshoot and resolve issues that may arise after hours. In this case, the candidate will either qualify to leave early at the end of the work week based upon the amount of after business hours obtained or may qualify for approved overtime.

### Compensation Package

- Salary range: \$40,000 - \$50,000 depending on qualifications and experience.
- TML Health, Dental and Vision, 100% coverage for employee, 80% for dependents
- \$100/month toward HSA/HRA
- TCDRS retirement, 6% employee contribution, 150% employer match
- Personal Time Off (PTO) – accrued at department standard
- Access to fitness center(s) at district facilities
- District provided tools, cell phone, tablet, hotspot, laptop, and uniforms.
- Tuition Reimbursement (subject to additional conditions and availability)
- IT specific professional development/certification programs (subject to availability & approval)

**(Note: no relocation expenses are associated with this position)**



## Atascocita Fire Department Harris County ESD No. 46

18425 Timber Forest Dr.  
Atascocita, Texas 77346  
Voice 281-852-2181 Fax 281-852-3192  
Federal ID# 76-0693285  
[www.avfd.com](http://www.avfd.com)



### **How to Apply**

All interested parties should submit the following to the address below:

- Cover letter and resume'
- Copies of applicable certifications
- Copies of applicable diplomas
- Salary history
- Three personal references, with contact information
- Three professional references that can validate/endorse your IT support experience and abilities, with contact information

Harris County Emergency Services District #46  
c/o Mary Anne Sokol  
18425 Timber Forest Dr.  
Humble, TX 77346

### **Schedule of Events**

Application period: 6/22/2018 – 7/09/2018  
Interview, written and skills testing: 7/11/2018 and 7/12/2018.  
Job Offer: 07/13/2018  
Orientation/First Day on job: 7/31/2018

Applicants will be administered a basic computer competency written assessment. Additionally, candidates should be prepared to correctly identify and label computer components and terminate an ethernet cable with an RJ45 connector.



# Atascocita Fire Department Harris County ESD No. 46

18425 Timber Forest Dr.  
Atascocita, Texas 77346  
Voice 281-852-2181 Fax 281-852-3192  
Federal ID# 76-0693285  
[www.avfd.com](http://www.avfd.com)



Residence preferred within the yellow shaded area below.

