TRAVIS CENTRAL APPRAISAL DISTRICT

JOB DESCRIPTION

JOB TITLE	Help Desk Technician	**DATE | JOB #**	November 2026	2026132200
DEPARTMENT	Information Technology	**STATUS**	Non-Exempt	
REPORTS TO	Help Desk Team Lead	**PAY GRADE**	4	

POSITION SUMMARY

Under the general direction and supervision of the Help Desk Team Lead, provides support to internal and external customers for both software and hardware. The Help Desk Technician will work in the office Monday through Friday during normal business hours, with occasional overtime, including nights or weekends.

ESSENTIAL DUTIES

- Serve as the first point of contact for employees seeking technical assistance over the phone or email
    - Perform initial troubleshooting through diagnostic techniques and pertinent questions
    - Determine the best solution based on the issue and details provided by staff
    - Walk the customer through the problem-solving process
    - Direct unresolved issues to the next level of support personnel
- Follow up and update employees on issue status and information
- Pass on any feedback or suggestions from staff to the appropriate personnel
- Identify and suggest possible improvements to procedures
- Perform a variety of administrative tasks including:
    - Microsoft Windows support
    - User account administration
    - Software and hardware installation
    - Maintenance and upgrades
    - Equipment relocation
    - Phone system support
- Provides support for job submissions, report printing, data imports and exports, processes entity data requests, and maintains supply inventory.
- Performs all other duties as assigned.

REQUIREMENTS/ADDITIONAL RESPONSIBILITIES

- Must be authorized to work in the US.
- Continuing education — Stay current on IT, cybersecurity, AI, and technology issues and apply new knowledge in the work environment.

MINIMUM EDUCATION AND/OR EXPERIENCE

- A minimum of two (2) years of Information Technology experience or a combination of formal education and experience.
- Customer Service experience in a stressful environment; in person and on the phone

PREFERRED CERTIFICATIONS AND/OR EXPERIENCE

- CompTIA A+ Certification
- Knowledge of Network Management
- Phone System and call accounting experience
- Experience with MS Entra ID or AWS is a plus.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of Microsoft Windows, Microsoft Office applications (especially Word, Excel, Outlook)
- Ability to communicate effectively orally and in writing.
- Ability to assess information, ask questions, make decisions, manage time effectively, and execute tasks

PHYSICAL REQUIREMENTS

Must be able to sit or stand for extended periods; bend, kneel, reach, and twist the upper body. Must use hands for data entry for much of the workday. Must be able to hear and speak both in person and by phone. Must be able to see and read fine print and lift 30 pounds. This position is subject to stress caused by a changing public environment, organizational diversity, heavy workload, and mandatory deadlines. Moderate stress levels are consistent with occasional significant stress.

WORK ENVIRONMENT

An indoor and outdoor setting. Frequent exposure to computer monitors and interfacing with the public. The job is not subject to significant occupational or environmental hazards.

This job description is not an employment agreement, contract agreement, or contract. Management has the exclusive right to alter this job description at any time without notice. This job description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

The Travis Central Appraisal District is an equal opportunity/affirmative action employer. The Travis Central Appraisal District does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, military service, AIDS or HIV status, ancestry, national or ethnic origin and any other characteristic protected bylaw.

Resumes are welcome, but applicant must submit a completed employment application before an interview will be granted.