



## CHRIS DAIGLE

Parish President

DWAYNE BOUDREAU  
Chief Administrative Officer

RANDALL W. DUNN, CPA  
Chief Operating Officer

### Job Summary

Job Title	Department	Reports to	Pay Grade
IT Technician	Information Technology (IT)	Director of Information Technology (IT)	13
Starting Pay Rate	FLSA Status	Supervisory Duties	Work Environment
\$23.85 hourly \$49,608 annually	Non-exempt	No	Office

The IT technician plays a crucial role in ensuring the smooth functioning of computer systems and software applications supporting parish operations. This role requires in-office work during normal business hours.

### Responsibilities

Job duties include, but are not limited to:

- Providing technical support to all users to ensure uninterrupted workflow
- Diagnosing and resolving hardware and software issues promptly to minimize downtime
- Responding promptly to hardware and software failures reported by users
- Installing, configuring, and updating software applications as needed and ensuring software licenses are up to date
- Creating, modifying, and deactivating user accounts in accordance with organizational requirements
- Managing permissions and access levels to ensure data security and compliance
- Implementing and maintaining cybersecurity measures to protect systems and data and monitor systems for security breaches
- Managing Windows server environments, including maintenance and updates
- Purchasing hardware, software, and IT equipment as needed
- Configuring and maintaining Cisco Call Manager system to facilitate effective communication
- Administering Office 365 accounts, including email, SharePoint, and other services
- Providing support and training to users
- Perform other duties as needed

### Qualifications

- Associate degree or additional vocational/technical degree
- Proficiency in troubleshooting computer systems and software
- Knowledge of Windows server environments
- Familiarity with Microix software



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- Experience with Remote Desktop solutions
- Understanding of Microsoft Azure services
- Prior experience with ticketing systems for issue tracking
- Excellent communication skills and the ability to effectively interact with users and stakeholders
- Ability to multitask and prioritize tasks in a fast-paced environment

### **OTHER DUTIES AS ASSIGNED**

Employees may be assigned additional responsibilities or tasks as deemed necessary by management to meet the operational requirements of the organization.

### **ESSENTIAL WORKER STATEMENT**

Certain positions within this classification may require incumbents to be on-call 24/7. These roles are designated as essential, and individuals may be required to report to work during emergency situations as necessary.

### **CERTIFICATIONS/LICENSES/REGISTRATIONS**

Positions within this classification may require a valid Louisiana driver's license or a valid Louisiana Commercial Driver's License (CDL) Class A, B, or C with the necessary endorsements. If a license is required, it must be maintained for the duration of employment in this position.

### **ABOUT IBERVILLE PARISH**

Iberville Parish Government is an administrative body responsible for governing Iberville Parish and serving the members of its community. The parish government oversees various aspects of local governance, including public services, safety, infrastructure, community services, and community development within the parish.

### **EEO STATEMENT**

Iberville Parish Government is an Equal Opportunity Employer committed to providing equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law. Hiring decisions are based solely on qualifications, merit, and business needs. If you require assistance during the application process due to a disability, please contact our office for reasonable accommodations.