

SABINE RIVER AUTHORITY
IT System Analyst

DIVISION:

Water Resources

JOB TITLE:

IT System Analyst

JOB PURPOSE:

Assist with maintaining Sabine River Authority's computer systems, network equipment, user accounts, email systems, phones, and basic security programs. This position provides first-level technical support to employees, helps troubleshoot hardware and software issues, coordinates with third-party IT vendors as needed, and supports routine technology projects under the direction of the Information Security Officer. Work is performed with guidance and supervision, with opportunities to develop technical skills and knowledge of IT operations.

REPORTS TO:

Information Security Officer

DUTIES AND RESPONSIBILITIES:

The duties and responsibilities of the IT System Analyst include, but are not limited to the following:

- Assist with monitoring and maintaining networks, computers, printers, phones, and related equipment.

- Support the installation, setup, and basic configuration of hardware and software.

- Follow established security procedures and assist with basic cybersecurity awareness activities.

- Assist with creating user accounts, password resets, and access updates under supervision.

- Perform basic troubleshooting for computer, software, printer, phone, and connectivity issues.

- Document support requests, resolutions, equipment changes, and routine IT procedures.

- Assist with data backup checks, basic recovery procedures, and equipment inventory tracking.

- Receive, prioritize, and track employee technology requests through the appropriate support process.

- Provide first-level troubleshooting support and coordinate vendor assistance for more complex issues.

- Assist with routine backup monitoring and disaster recovery documentation.

Assist with basic Microsoft 365 administration tasks, including user support and account updates.

Help distribute cybersecurity training reminders and assist employees with related questions.

Coordinate with IT vendors as directed and help follow up on open support items. Learn and apply IT best practices, policies, and procedures through training and hands-on support.

Travel to Division offices as needed to support IT needs.

Performs related work as assigned.

EDUCATION, TRAINING AND EXPERIENCE:

Bachelor's degree, Associate degree or technical training in Information Technology, Computer Science, Information Systems, or a related field preferred. Equivalent entry-level work experience, internships, coursework, or certifications may be considered.

One to two years of related IT support experience is preferred, but not required.

Must have basic technical knowledge, strong customer service skills, willingness to learn, and good time management and organizational skills.

This position requires a valid Driver's License and a good driving record.

CONTACT:

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