



# Office of Court Administration

David Slayton  
Administrative Director

## JOB VACANCY NOTICE

**Posting Date:** March 25, 2016

**Closing Date:** Until Filled

**Job Listing Identification Number:** OCA- 212-16-28

**State Classification Number and Step:** 0230/B17

**State Job Title:** Systems Support Specialist III

**FLSA Status:**  Exempt  Non-Exempt

**Agency Job Title:** Systems Support Specialist III

**Location:** Austin, Texas

**Monthly Salary Range:** \$3,081.33 – \$3,335.35

**Type of Job:**  Full Time  Part Time

**Remarks:**

**Travel Required:**  Yes 5%  No

**Job Description:** Provides front-line technology support by answering and responding to inbound calls/emails in a timely and professional manner, gathering and analyzing information about the customer's issue and determination of the best way to resolve the problem. Provides basic support and troubleshooting, including password resets, printer configurations, break/fix instructions, website content updates, and support for more complex issues where configuration solutions have already been documented. Responsible for ensuring that all support calls/emails are properly documented in the tracking system, escalating issues as appropriate, and communicating trends to management. Reports to the Deputy Director of Information Services. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

### Essential Job Functions:

- Responds to customers for assistance with supported hardware, applications, and websites.
- Performs troubleshooting to isolate and diagnose common hardware/software issues.
- Accurately prioritizes support requests.
- Provides excellent customer service at all times, including high-pressure situations.
- Escalates issues appropriately when needed. Periodically reviews escalated issues to ensure resolution.
- Maintains detailed notes of all support activity in ticketing system.
- Performs logistical activities related to meetings of the Judicial Committee on Information Technology.
- Performs upgrades of hardware and software components as required with assistance from Tier II staff.
- Performs customer support related tasks and special projects as assigned by management.
- Participates in customer events such as resource on site, client training, etc.

**Minimum Qualifications:**

- Graduation from a standard senior high school or equivalent.
- Ability to apply strong problem solving skills.
- Experience delivering superior customer service (written, verbal, and in-person) across multiple delivery channels (telephone, email, in-person).

**Preferred Qualifications:**

- Ability to troubleshoot Windows 7 and Windows 10 desktop environments.
- Experience working with customers across all levels of technology proficiency.
- Ability to learn new software applications quickly.
- Experience updating web content using a content management system.

**Employment Conditions:**

- Occasional moderate lifting up to 40 pounds.

**Note:**

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of experience to determine if minimum qualifications are met. 25B, 255A, 51R, CT, IT, 275, 26, 030, C4I11, ISM, 2621, 3D1X1, 3D1X2

Additional Military Crosswalk information can be accessed at

[http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_InformationTechnology.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf)

Send a completed State of Texas Application for Employment to: Human Resources, Office of Court Administration, 205 W. 14th Street, Suite 600, Tom C. Clark Building, Austin, Texas 78701 or fax to 512/463-1648 or email to [ocajobs@txcourts.gov](mailto:ocajobs@txcourts.gov). State applications are available on the Internet at [WorkinTexas.com](http://WorkinTexas.com). Resumes may accompany applications but will not be accepted in lieu of a completed application. Following a screening of applications, interviews of qualified applicants who have sent in a **completed state application** will be scheduled.

An applicant's response to the question regarding Former Foster Youth on the state application is optional if you are applying for employment with the Office of Court Administration.

**The Office of Court Administration is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.**

**In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated by the applicant to Tracie Reyher, the Office of Court Administration's Human Resources Specialist, at 512/463-2073.**