



## OFFICE OF COURT ADMINISTRATION

### JOB VACANCY NOTICE

**Posting Date:** July 1, 2021

**Job Listing Identification Number:** 14658336

**State Job Title:** Systems Administrator V

**Agency Job Title:** Systems Administrator V

**Monthly Salary:** \$6,000.00- \$7,350.00

**Remarks:** Salary commensurate with experience.

**Closing Date:** Until Filled

**State Class. No. and PayGroup:** 0314/B24

**FLSA Status:**  Exempt  Non-Exempt

**Location:** Austin, Texas

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

**Travel Required:**  Yes 10%  No

#### Job Description:

Performs highly advanced (senior-level), server, workstations, and mobile device work. Work involves the recommendation of equipment, testing, implementation and operation of OCA's servers, workstations, mobile and network devices. This includes all services such as Office365, File and Print, Exchange Online, DHCP, AD, and DNS. This position also acts as Tier III support for the servers, workstations, and network. Includes collaboration with all levels of Information Services team members on a variety of technology topics. Proactively updates OCA Information Services management on ongoing issues. Ensures that policies and procedures are followed. Works under minimal supervision, with considerable latitude for the use of independent initiative and good judgment.

#### Essential Job Functions:

- Always provides excellent customer service, recognizing the importance of our end-users needs to get their jobs done. This includes appropriate escalation to vendor product support and management, proactive communication to team members and end users as appropriate, usage of the ticketing system, and follow-through to resolution.
- Suggests innovations and improvements to OCA IS management that will operate the OCA environment in a simple, efficient, and clear manner.
- Collaborates with IS team members on implementation and operation of OCA supported servers, both on-premises and in the Azure cloud, physical and virtual.
- Always follows industry best practices while implementing and deploying core services such as Hyper-V, Backups, DHCP, DNS, Print Services, and File Services.
- Maintains and troubleshoots Storage Area Networks and Server clusters.
- Collaborates with IS team members to ensure all equipment is appropriately upgraded, patched, and secured.

- Uses on-premises Active Directory and Azure Active Directory to appropriately provision accounts and equipment.
- Manages and maintains Microsoft o365, Exchange, and Teams.
- Collaborates with the IS team members on management and support of OCA supported workstations. Includes researching, recommending, and testing new workstations for use in the environment.
- Troubleshooting Tier III PC support issues in a customer service-oriented environment.
- Uses the latest endpoint management solutions to manage accounts and endpoints efficiently.
- Collaborates with IS team members on implementation and operation of the OCA supported network. Assists with the maintenance of OCA's internal network including ACLs and VLAN definitions.
- Assists with troubleshooting of application and service connectivity issues with the Application Development Group.
- Performs all duties with a heavy emphasis on process, security, standardization.
- Assists CISO in maintaining strong security posture across the entire OCA landscape.
- Adheres and reinforces all change management processes.
- Performs related work as assigned and complies with all OCA policies.

### **Minimum Qualifications:**

- Graduation from an accredited four-year college or university with major course work in computer information systems, computer science, or a related field; may substitute four years of full-time relevant experience for required education on a year-for-year basis.
- Two years' experience administering Office365.
- Two years' experiencing administering Microsoft Exchange.
- Two years' experience administering Microsoft VMs, including web servers, SQL Servers – using Windows Server 2019, 2016 in a Hyper-V or MS Azure environment.
- Highly proficient in using PowerShell and PowerShell automation.
- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.
- Ability to identify problems, evaluate alternatives, propose solutions, and implement effective solutions.
- Possesses advanced practical knowledge of AD architecture and infrastructure (LDAP, Directory Replication, group policy).
- Proficient with current generation of HP server hardware and associated networking and storage arrays.
- Possesses deep understanding of core computing basics and underlying technologies.
- Possesses strong troubleshooting and problem-solving aptitude.

### **Preferred Qualifications:**

- Experience administering networking equipment (ASAs, Routers, Switches).
- Experience with Intune and Microsoft Endpoint Configuration Manager.
- Experience working with sensitive information.
- Experience in coordinating/using vendor provided support.
- Experience with driving a modern and innovative IT environment by promoting cutting-edge technologies and release information.

**Employment Conditions:**

- Criminal background check required.

**Note:**

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of military experience applicable to the position to determine if minimum qualifications are met.

25B, IT, ISM,0671, 1B4X1

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)

**To Apply:**

**All applications for employment with the Office of Court Administration must be submitted electronically through [www.WorkinTexas.com](http://www.WorkinTexas.com).** Applications must be complete, including start and end dates of work experiences. Following a screening of applications, interviews of qualified applicants who have submitted 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, religion, sex, national origin, age or disability in employment or in 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 to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.