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Office of Court Administration  
Megan LaVoie, Administrative Director

## Job Posting

**Posting Date:** February 1, 2024

**Job Listing Identification Number:** 00039772

**State Job Classification:** Systems Administrator IV-V

**Functional Title:** Server Administrator

**Monthly Salary:** \$5,800.00-\$7,560.00

**Remarks:** Two (2) positions available. Salary commensurate with experience.

**Closing Date:** Until filled

**State Class. No. & Pay Group:** 0313/0314 -B23/B25

**FLSA Status:**  Exempt  Non-Exempt

**Location:** Austin, TX

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

**Travel Required:**  Yes (5%)  No

### Job Description:

Performs highly complex or advanced (senior-level) systems administration work to server, workstations, and mobile devices. Work involves the recommendation of, testing, implementation and operation of the Office of Court Administration's servers, workstations, and mobile devices. This includes both hardware and software as well as services such as File and Print, DCHP, AD, DNS, Exchange Online, and Office365. This position also acts as Tier III support for the servers and workstations. Works under limited or minimal supervision, with considerable latitude for the use of initiative and independent judgment.

### Essential Job Functions:

- Provides excellent customer service at all times. This includes support for level I and II helpdesk staff, appropriate escalation to management, proactive communication to management and end users as appropriate, and usage of the ticketing system.
- Proactively updates Office of Court Administration's Information Services management on ongoing issues and ensures that policies and procedures are followed.
- Suggests innovations and improvements to the OCA infrastructure environment through verbal and written communication in a simple, efficient, and clear manner.
- Responds to incident and problem calls while providing guidance in troubleshooting and solving complex problems related to system software and hardware issues, and in the processing of service requests and tasks.
- Utilizes vendor product support for research and issue resolution.
- Provides continuous monitoring of the OCA infrastructure using a variety of third-party monitoring tools such as Solarwinds, ManageEngine AD Audit Plus, LibreNMS
- Collaborates with all levels of Information Services team members on a variety of technology topics and on the implementation of special projects affecting the OCA infrastructure. This includes (but is not limited to):
  - Application deployments to the enterprise

- Operating system upgrades of servers or Enterprise services
- Moves/adds/changes affecting OCA infrastructure.
- Ensuring all equipment is appropriately upgraded, patched, and secured in a timely manner.
- Coordinates with the IS team on implementation and operation of OCA supported servers. This includes (but is not limited to):
  - Application of industry best practices for underlying services such as Virtual Hosts, Virtual Machines, Backups, DHCP, Active Directory, DNS, Print and File Services
  - Data integrity and disaster recovery
  - Using VMs in a virtualized environment
  - Using VMs, file storage, and other services in the Microsoft Azure Cloud
- Assists with troubleshooting of application and service connectivity issues with the Application Development Group
- 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.
- Uses on-premises Active Directory and Azure Active Directory to appropriately provision accounts and equipment.
- Assists in the management and maintenance of Microsoft o365, Exchange, and Teams
- Performs all duties with a heavy emphasis on process, security, and standardization.
- Assists CISO in maintaining strong security posture across the entire OCA landscape.
- Adheres and reinforces all change management processes.
- Works on multiple projects and/or tasks and works with management to prioritize appropriately.
- Uses PowerShell and Group Policy to efficiently manage user and computer accounts as needed.
- Performs maintenance and troubleshooting of Storage Area Networks and Server clusters.
- Performs related work as necessary.

### **Minimum Qualifications:**

#### **For the Systems Administrator IV:**

- 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.
- Four years of experience administering Microsoft servers, including web servers, SQL Servers – using Windows Server 2016 and Windows Server 2019 in a Hyper-V Enterprise environment.
- Two years of experience managing all identity aspects of Microsoft Active Directory and Microsoft Azure Active Directory in an Enterprise environment
- One year experience administering Office365 in an Enterprise environment.
- One year experience in automating redundant tasks using advanced scripting (PowerShell, Perl, Python, VBScript)
- Possesses a deep understanding of core computing basics and underlying technologies.

**For the Systems Administrator V:**

- 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.
- Five years of experience administering Microsoft servers, including web servers, SQL Servers – using Windows Server 2016 and Windows Server 2019 in a Hyper-V Enterprise environment.
- Three years of experience managing all identity aspects of Microsoft Active Directory and Microsoft Azure Active Directory in an Enterprise environment
- Three years of experience administering Office365 in an Enterprise environment.
- Two years of experience in automating redundant tasks using advanced scripting (PowerShell, Perl, Python, VBScript)
- Possesses a deep understanding of core computing basics and underlying technologies.

**Preferred Qualifications:**

- Experience with Microsoft cloud-based security solutions (Azure/Intune)
- Experience with SQL Server with emphasis on database migration, upgrades, management, monitoring, and performance tuning.
- Proficient with current generation of HP server hardware and associated networking and storage arrays
- Experience maintaining HPE Fiber-channel SAN solutions.
- Experience working in a judicial environment, working with judges and court staff.
- Experience in coordinating/using vendor provided support.
- Experience using System Center Configuration Manager and/or Intune to manage endpoints.

**Knowledge, Skills, and Abilities (KSAs):**

- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Advanced practical knowledge of AD architecture and infrastructure (LDAP, Directory Replication, group policy)
- Ability to quickly learn new technologies or solutions independently.
- Knowledge of systems administration; computer hardware and software configuration and troubleshooting; operating systems and applications; computer programming and architecture of scripting languages; and basic Internet security administration.
- Ability to work efficiently within a robust change management framework.

**Employment Conditions:**

- Regular attendance required.
- Operates standard office equipment, computer hardware and software.

- Employment may be remote.
- Must sit for extended periods of time.
- May talk on phone for extended periods of time.

**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. Army: 17C Cyber Operations Specialist, Navy: CT Cryptologic Technician, Coast Guard: IT Information Systems Technician, Marine Corps: 0671 Data Systems Administrator, Air Force: 1B4X1 Cyber Warfare Operations, Space Force: 514A Cyber Intel Analyst. Additional Military Crosswalk information can be accessed at [https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_InformationTechnology.pdf](https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf)

**To Apply:**

All applications for employment with the Office of Court Administration may be submitted electronically through at [CAPPs Careers](#) and can be viewed on [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. Only applicants interviewed will be notified of their selection or non-selection.

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.