



## OFFICE OF COURT ADMINISTRATION

Megan LaVoie  
Administrative Director

### JOB VACANCY NOTICE

**Posting Date:** July 7, 2022

**Closing Date:** Until Filled

**Job Listing Identification Number:** 15377275

**State Class. No. and PayGroup:** 0229/B15

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

**FLSA Status:**  Exempt  Non-Exempt

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

**Location:** Austin, Texas

**Monthly Salary Range:** \$2,748.00 - \$4,337.08

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

**Remarks:** Salary commensurate with experience.

**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 Infrastructure Technology manager. Works under general supervision with moderate latitude for the use of initiative and good judgment.

#### Essential Job Functions:

- Provides excellent customer service at all times, recognizing the importance of our end-users needs to get their jobs done. This includes appropriate escalation to management, proactive communication to end users and management as appropriate, and usage of the ticketing system.
- Responds to customer requests for assistance with supported hardware, applications, and websites. Continually reviews open customer requests to ensure timely resolution.
- Thinks critically to perform troubleshooting to isolate and diagnose common hardware/software issues.
- Pays special attention to details. In your application, you must mention the word "unicorn" somewhere in your job duties.

- Accurately categorizes and prioritizes support requests. Escalates to management and/or Tier III support appropriately once troubleshooting has been performed.
- Maintains detailed notes of all support activity in ticketing system.
- 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.
- Performs system cleanup, and assists in the issuing of equipment to staff and the returning of equipment
- Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment.
- Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities.
- Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve common hardware, software, and network connectivity issues.
- Performs related work as assigned and complies with all OCA policies.

**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).
- Knowledge of the practices, principles, and techniques of computer operations; information systems; computer software and hardware; information security policies and procedures
- Experience in the support of computers, the use of applicable programs and systems (such as Microsoft Office Suite, Windows 10, and Adobe products), and troubleshooting information systems.
- Ability to operate information technology systems, to troubleshoot and repair equipment, and to communicate effectively

**Preferred Qualifications:**

- 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.

**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, 255A, SIR, CT, IT, 275, 26,030, C4II I, ISM, 2621, 3DIXI, 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)

**To Apply:**

Submit a complete application through Work In Texas at [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.