



Austin American-Statesman
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Office of Court Administration Megan LaVoie, Administrative Director

Job Posting

Posting Date: February 16, 2024

Job Listing Identification Number: 00040196

State Job Classification: Manager IV

Functional Title: IS Service Desk Manager

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

Remarks: This posting may close once an adequate candidate pool is received. Salary commensurate with experience.

Closing Date: Until filled

State Class. No. & Pay Group: 1603 - 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 (senior-level) managerial work administering the daily operations and activities of the Information Services (IS) Service Desk. Work involves establishing goals and objectives while ensuring quality customer service; developing guidelines, procedures, schedules, priorities, and standards for achieving the goals of the IS Service Desk; coordinates and evaluates Service Desk activities; contributes to IS budget by recommending salary changes, cost-effective purchasing options, and asset management. Plans, assigns, and supervises the work of others. May oversee contracts with third-party vendors. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Position reports to the Deputy Director of Information Services.

Essential Job Functions:

- Manages the day-to-day operations and activities of the Office of Court Administration (OCA) IS Service Desk
- Provides excellent customer service at all times. This includes providing guidance to Service Desk staff, appropriate escalation, proactive communication to management and end users as appropriate, and monitoring of the ticketing system.
- Maintains a detailed, documented inventory of OCA IS technology assets; This includes, but not limited to, location and status of device, current custodian, model and serial number.
- Proactively updates IS management on trending or ongoing issues and ensures that policies and procedures are followed.
- Identifies and suggests innovations and improvements to the OCA IS operational processes through verbal and written communication in a simple, efficient, and clear manner.
- Utilizes vendor product support for research and issue resolution.
- Monitors status of requests assigned to the Service Desk team to ensure timely resolution. Identifies service failures, documents opportunities for improvement and recommends solutions to implement

improvements.

- Prepares management and productivity reports; and reviews and approves documents and reports developed by Service Desk staff to ensure professional quality and appearance, appropriate content, consistency, and responsiveness.
- Provides quarterly performance metrics reports to management for agency-level reporting.
- Establishes and maintains an effective staff training program for the Service Desk team. Identifies training needs, determines most effective and efficient training methods, and provides cross-training opportunities for staff.
- Establishes goals and objectives; develops and approves schedules, priorities, and standards for achieving goals; and manages evaluation activities, including hiring and termination of Service Desk staff.
- Participates in weekly Change Review Board meetings; adheres and reinforces all change management processes.
- 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.
- Assists the IS Security team in maintaining strong security posture across the entire OCA landscape.
- Participates in customer events on site as needed for technical support.
- 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.
- Five years of experience supervising the work of others and providing feedback to upper management
- Two years of experience managing all aspects of asset inventory tracking.
- Seven years of experience delivering superior customer service (written, verbal, and in-person) across multiple delivery channels (telephone, email, in-person).
- Possesses a deep understanding of process improvement strategies.

Preferred Qualifications:

- Experience tracking service requests.
- Experience with Microsoft 365 products.
- Experience working in an environment dealing with VIP's or in a judicial environment, working with judges and court staff.
- Experience in coordinating/using vendor provided support.

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.

- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.
- Knowledge of the practices, principles, and techniques of computer operations; information systems; computer software and hardware; information security policies and procedures.
- Ability to quickly learn new processes or solutions independently.
- 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: No military equivalent, Navy: URL – Surface Warfare, Coast Guard: Enterprise Policy, Planning, Budget, and Management, Marine Corps: 0203 Ground Intelligence Officer, Air Force: 16GX Air Force Operations Staff Officer, No military equivalent. Additional Military Crosswalk information can be accessed at

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.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. 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.