Job Posting

Posting Date: May 14, 2025

Job Listing Identification Number: 00049788

State Job Classification: Network Specialist IV-V

Functional Title: Network Administrator

Monthly Salary: $6,000.00-$8,000.00

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

Closing Date: May 28, 2025

State Class. No. & Pay Group: 0290/B23, 0291/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) network administration work to the Office of Court Administration's (OCA) network infrastructure. Work involves planning, designing, monitoring, and integrating system components for data/voice networks, existing network hardware and software; and evaluating potential network enhancements; as well as installing, maintaining, or overseeing the installation and maintenance of networks and network related hardware. This position also acts as Tier III support for network related service requests and incidents. 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 network 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 network related 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 network infrastructure using a variety of the most common third-party network monitoring tools.
- Gathers data pertaining to customers' needs and uses information to identify, predict, interpret, and evaluate system and network requirements.

- Performs tuning and capacity planning activities to enhance the performance of the network resources.
- Develops detailed network system plans and maintains detailed network topography drawings, maps, and documentation of the entire OCA network.
- Develops procedures designed to ensure the integrity of network environments.
- Evaluates network technologies for potential acquisition and directs the evaluation of various hardware and software resources to identify strengths, weaknesses, and potential benefits to the agency.
- Identifies, monitors, and defines the requirements of the overall security of the enterprise network.
- Implements hardware and software solutions to help mitigate a wide variety of network attacks. Makes recommendations to enhance the security and throughput of the network.
- Analyzes and defines agency disaster recovery responsibilities and procedures.
- Plans, implements, and maintains the OCA supported networks. This includes (but is not limited to):
  - Maintaining appropriate ACLs, VLANs, WAN, LAN, and Internet connections.
  - Implementing procedures to ensure the network is monitored, fully patched, and performing as designed.
  - Troubleshooting and resolving connectivity issues, escalating as appropriate.
- Performs all duties with a heavy emphasis on process, security, and standardization.
- Adheres and reinforces all change management processes.
- Works on multiple projects and/or tasks and works with management to prioritize appropriately.
- Performs related work as necessary.

Minimum Qualifications:

Network Specialist 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 in leading the administration of an Enterprise network with multiple remote locations.
- Two years of experience implementing and maintaining site-to-site/IPSEC tunnelling.
- Two years of experience configuring and managing a variety of network monitoring tools.
- One year experience administering cloud networking.
- One year experience administering networks in a virtualized environment.
- Possesses a deep understanding of core networking basics and underlying technologies.

Network Specialist 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 in leading the administration of an Enterprise network with multiple remote locations.
- Three years of experience implementing and maintaining site-to-site/IPSEC tunnelling.
- Three years of experience configuring and managing a variety of network monitoring tools.
- Two years of experience administering cloud networking.
- Three years of experience administering SAN architecture networks, such as: SAN switches, routers, and bridges; and protocols such: as iSCSI, FCoE, AoE, FCP.
- One year experience administering networks in a virtualized environment.
- CCNA, CCNP, or CCIE certification
- Possesses a deep understanding of core networking basics and underlying technologies.

Preferred Qualifications:

- Experience with CISCO appliances.
- Experience in management of Aruba Network devices.
- Experience working in a fast-paced environment with changing priorities.
- 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.
- Knowledge of network facilities and data processing techniques, personal computer hardware and software, network operating system and security software, and performance monitoring and capacity management tools
- Ability to quickly learn new technologies or solutions independently.
- Ability to recognize, analyze, and resolve specific network problems; and to communicate effectively.
- Ability to oversee and/or supervise the work of others.
- 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: 0631 Network 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

To Apply: All applications for employment with the Office of Court Administration may be submitted electronically through 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.