



THIRD COURT OF APPEALS

JOB VACANCY NOTICE

Job Posting ID: 16927377

Closing Date: Until Filled

Requires Supervisory Exp.: No

Agency Job Title: System Support Specialist V

Yearly Salary Range: \$72,000.00 - \$80,000.00

Employer Posting No: 223-25-04

Status: Open

Openings Filled: 0 of 1

Location: Austin, Texas

Workweek: Full Time-40hrs

Job Description:

The Court of Appeals, Third District of Texas, is accepting applications for an Information Technology Support Specialist. This position is for an employee who provides technical assistance and support related to computer systems, hardware, and software. This individual performs highly advanced (senior-level) computer systems support work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Provides excellent customer service, recognizing the importance of end-users needs. This includes appropriate escalation and communication to management. Duties include, but are not limited to, the following:

- Responds to requests via phone and email from justices and court staff for assistance with hardware and software applications. May resolve issues or escalate to the Office of Court Administration (OCA) for resolution. Tracks all issues through to completion.
- Installs and troubleshoots hardware and software issues with Windows desktops and laptops, Windows servers, printers, and network equipment. Also sets up and maintains other office technology such as tablets, smartphones, videoconferencing equipment, copiers, fax machines, scanners, and shredders. Maintains user lists and case management software.
- Manages audio and video for the Court's oral arguments.
- Updates online content on court's website and troubleshoots internet issues.
- Keeps justices and court staff apprised of current technology security threats and innovative court technology opportunities.
- Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve hardware, software, and network connectivity issues.

- Performs other duties as assigned.
- Must be able to lift 25lbs.

Job Requirement:

- Graduation from a standard senior high school or equivalent.
- CompTIA A+, CompTIA ITF+, or equivalent certification.
- 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.
- Ability to operate information technology systems, and to communicate effectively and efficiently.

Preferred Qualifications:

- Experience working with customers across all levels of technological proficiency.
- Experience in the support of computers, the use of applicable programs and systems (such as Microsoft Office Suite, Windows 10\11, and Adobe products), and troubleshooting information systems
- Ability to learn new processes and solutions quickly.
- The ability to use critical thinking skills to troubleshoot IT systems and apply solutions using logic, reasoning, and sound judgement.
- Experience with cloud platforms and technologies like Microsoft Azure.

Related Military Occupational Specialty Codes:

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, C4I11, ISM, 2621, 3DIXI, 3D1X2

Additional Military Crosswalk information can be accessed at

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_Legal.pdf

Benefits:

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| 1. Flexible Work Schedule | 6. Pre-Tax Programs for Child and Health Care |
| 2. Medical/Health Insurance Plan | 7. Retirement Plan |
| 3. Other Insurance Plan | 8. Sick Leave |
| 4. Other Paid Leave | 9. Vacation Leave |
| 5. Professional Development/Tuition Reimbursement | |

Additional Pay Details: State-paid health insurance effective after a 60-day waiting period if not currently employed by the State.

For a complete listing see www.twc.state.tx.us

The employment application form can be downloaded from WorkInTexas.com at:
https://wit.twc.state.tx.us/WORKINTEXAS/wtx?pageid=GOV_JOB_BANK

To apply, email a state job application, resume, and references to Jeffrey D. Kyle, Clerk, Third Court of Appeals, 3rdcoa-application@txcourts.gov. **Documents should be combined into one PDF file** and the agency job title should be referenced in the subject line of the email.

Personal interviews will be conducted by invitation only.

The Third Court of Appeals is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services. Pursuant to the Americans with Disabilities Act, requests for reasonable accommodation needed during the application process should be communicated by the applicant to the court clerk.