



OFFICE OF COURT ADMINISTRATION

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Administrative Director

JOB VACANCY NOTICE

Posting Date: April 28, 2017

Closing Date: Open Until Filled

Job Listing Identification Number: 00000509

State Class. Number and Step: 0289-B20

State Job Title: Network Specialist III

FLSA Status: Exempt Non-Exempt

Agency Job Title: Network Specialist

Location: Austin, TX

Monthly Salary: \$3,763.17 - \$4,956.08

Type of Job: Full time Part-time

Remarks: Salary commensurate with experience.

Travel Required: Yes Percent Required: 5 %

Job Description: Performs complex network work. Provides timely Tier II network, server, and desktop support for customers within Office of Court Administration (OCA), the appellate courts, and other judicial entities supported by OCA. Acts as the escalation point for the Service Desk and performs triaging activities to determine if request can be resolved at Service Desk, Tier II or Tier III. Guides Service Desk through Tier I troubleshooting steps, responds to Tier II requests and escalates requests to Tier III support as appropriate. Mentors Service Desk staff on technical matters. Implements, maintains, and monitors various hardware and software packages supported by OCA. Recommends updates to standard operating procedures and standard system/service configurations. Works with the Information Services team to proactively notify, escalate, and recommend solutions to problems for management approval. Follow policies and standard operating procedures. Works under general supervision with moderate latitude for the use of independent initiative and good judgment.

Minimum Qualifications:

- An Associate's Degree from an accredited college or technical institute to include course work in computer science or a related field; may substitute two years of related experience for education.
- 3 years of full time experience in PC support to include Windows operating systems and Microsoft applications.
- 2 years of full time experience in Windows server administration to include file server, Active Directory, Exchange administration and network printer administration.

Preferred Qualifications:

- Experience administering Office365.
- Experience using PowerShell.
- Experience working in a judicial environment, working with judges and court staff.
- Experience in coordinating/using vendor provided support.
- Experience in keeping IT environment up with latest IT industry standards and innovation.

Essential Job Functions:

- Ensures all equipment (network, server, workstations) are appropriately upgraded, patched and secured in accordance with IS policies.
- Collaborates with the IS team on implementation, operation and maintenance of the OCA supported network. This includes (but is not limited to):
 - Performing Switch Port configuration changes
 - Maintaining OCA's internal network including ACLs, VLAN definitions
 - Maintaining OCA's Wide Area Network, including troubleshooting, resolving and escalating issues to Tier III staff
 - Maintaining local Internet connections at the Courts of Appeals, including troubleshooting, resolving and escalating issues to Tier III staff or vendors that provide local Internet services
 - Assists with troubleshooting of application connectivity issues with the Application Development Group
- Collaborates with the IS team on implementation, operation and maintenance of OCA supported servers.
- Collaborates with the IS team on implementation, operation and maintenance of OCA supported workstations. This includes (but is not limited to):
 - Installing/deploying hardware and software
 - Testing of new equipment and software for compatibility
 - Provisioning of user, groups, system/equipment and application accounts using Active Directory and Microsoft Exchange.
 - Using applications to construct, test and deploy packages to OCA supported desktops
 - Researching and recommending new workstations for use in the environment
 - Troubleshooting Tier II support issues in a customer service oriented environment
- Suggests innovations and improvements to OCA ITM Tier III staff and IS management that operate the OCA environment in a simple, efficient and clear manner.
- 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.
- Performs related work as assigned and complies with all OCA policies.

Employment Conditions:

- Background check required
- Operate motor vehicle
- Sit for long periods of time
- Operate office equipment and computer systems
- May require lifting up to 40 lbs

Note:

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of experience to determine if minimum qualifications are met.

25B, 25N, 255A, 255N, 255Z, 53A, IT, 742X, 275, 030, C4111, ISM, 0659, 0681, 0699, 5974, 6694, 3D0X2, 17DX

Additional Military Crosswalk information can be accessed at -

http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

To Apply:

Submit a complete application through CAPPs Recruit at this link

<https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00000509>

Applications must be complete, including start and end dates of work experiences. Resumes may accompany applications in CAPPs but will not be accepted in lieu of completed applications. Following a screening of applications, interviews of qualified applicants who have submitted a **completed state application** will be scheduled.

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.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.