



OFFICE OF COURT ADMINISTRATION

David Slayton
Administrative Director

JOB VACANCY NOTICE

Posting Date: July 23, 2019

Job Listing Identification Number: 5455086

State Job Title: Systems Administrator V

Agency Job Title: Systems Administrator

Monthly Salary: \$5,500.00 - \$6,500.00

Remarks: Salary commensurate with experience.

Closing Date: Until Filled

State Class. No. and PayGroup: 0314/B24

FLSA Status: Exempt Non-Exempt

Location: Austin, Texas

Type of Job: Full Time Part Time

Travel Required: Yes 5% No

Job Description:

Performs advanced (senior-level) systems administrator work, including server, workstation, and mobile device administration work. Work involves the recommendation of equipment, testing, implementation and operation of OCA's servers, workstations, mobile and network devices. This includes all services such as Office365, network shares, print shares, Exchange Online, DHCP, AD, and DNS. This position also acts as Tier III support for the servers and workstations. Includes collaboration with all levels of Information Services team members on a variety of technology topics. Proactively updates OCA Information Services management on ongoing issues. Ensures that policies and procedures are followed. Works under minimal supervision, with considerable latitude for the use of independent 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 management and end users as appropriate, and usage of the ticketing system.
- Suggests innovations and improvements to OCA IS management that operate the OCA environment in a simple, efficient and clear manner.
- Troubleshoots Tier III support issues in a customer service-oriented environment.
- Ensures all equipment is appropriately upgraded, patched and secured.
- Recognizes the appropriate times to escalate issues to management and when to call vendor product support and following through to a complete resolution.
- Pays special attention to details. In your application, you must mention the word "unicorn" somewhere in your job duties.

- Collaborates with the team on implementation and operation of OCA supported servers. This includes (but is not limited to):
 - Using industry best practices for underlying services such as Virtual Hosts, Virtual Machines, Backups, DHCP, Active Directory, DNS, Print Services, and File Services.
 - Using VMs in a Hyper-V environment.
 - Using VMs, file storage, and other services in the Microsoft Azure Cloud.
- Collaborates with the team on implementation and operation of OCA supported workstations. This includes (but is not limited to):
 - Using System Center Configuration Manager to construct, test and deploy software packages to OCA supported desktops.
 - Using PowerShell and Group Policy to make changes efficiently to user accounts and machines as needed. Appropriately stores PowerShell scripts in OCA's source control.
 - Researching and recommending new workstations for use in the environment.
- Performs related work as assigned.

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.
- Two years of experience administering Office365.
- Two years of experience administering Microsoft VMs, including web servers, SQL servers using Windows Server 2016, 2012 R2, or 2008 R2 in a Hyper-V or MS Azure environment.
- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.
- Ability to identify problems, evaluate alternatives, propose effective viable solutions, implement approved solutions, and display significant attention to detail.

Preferred Qualifications:

- Experience using PowerShell.
- Experience administering SCCM.
- 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.

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 military experience applicable to the position to determine if minimum qualifications are met.

25B, IT, 275, 6694, 3D1X2

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 Work In Texas at 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.