



Austin American Statesman
statesman.com

Office of Court Administration
Megan LaVoie, Administrative Director

JOB VACANCY NOTICE

Posting Date: 03/27/2023

Job Listing Identification Number: 15910195

State Job Title: System Support Specialist II

Agency Job Title: System Support Specialist

Monthly Salary: \$3,500.00-\$4,337.08

Remarks: Salary commensurate with experience.

Closing Date: Until filled

State Class. No. and Pay Group: 0229 / B15

FLSA Status: Exempt Non-Exempt

Location: Austin, TX

Type of Job: Full Time Part Time

Travel Required: Yes 5% No

Job Description:

Provides front-line technology support by answering and responding to inbound calls/emails in a timely and professional manner, gathering and analyzing information about the customer's issue and determination of the best way to resolve the problem. Provides basic support and troubleshooting, including password resets, printer configurations, break/fix instructions, website content updates, and support for more complex issues where configuration solutions have already been documented. Responsible for ensuring that all support calls/emails are properly documented in the tracking system, escalating issues as appropriate, and communicating trends to management. Reports to the Infrastructure Technology manager. Works under general supervision with moderate latitude for the use of initiative and good judgment.

Essential Job Functions:

- Provides excellent customer service, recognizing the importance of our end-users needs to get their jobs done. This includes appropriate escalation and communication to management, proactive communication to end users, and usage of the ticketing system.
- Provides Level 1 support, accurately categorizes, prioritizes, and triages support requests. Continually reviews open customer requests to notice trends and ensure tickets are being assigned as per documented service level agreements. Escalates to management as appropriate to ensure timely resolution.
- Performs onboard and offboarding IT tasks including, but not limited to; creation and deactivation of user accounts, following up with hiring managers as needed to ensure correct information is entered into active directory, preparing and deployment of IT equipment, and assisting in New Hire Orientation from the support desk aspect.
- Responds to customer requests for assistance with supported hardware, applications, and websites both remotely and at deskside. Maintains detailed notes of all support activity in ticketing system.
- Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve common hardware, software, and network connectivity issues.
- Performs upgrades and/or minor repairs of hardware and software components with assistance from Tier II staff as needed.

- Performs troubleshooting using critical thinking to isolate and diagnose common hardware/software issues. Utilizes existing documentation and escalates to management and/or Tier III support appropriately once troubleshooting has been performed if issue is not resolved.
- Performs all job duties, with special attention to details.
- Identifies potential improvements, documents, and provides feedback on processes and procedures related to support desk activities.
- Performs customer support related tasks and special projects as assigned by management.
- 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 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, and Adobe products), and troubleshooting information systems
- Ability to learn new processes and solutions quickly.
- A strong desire to grow and advance within an organization with an opportunistic landscape.
- The ability to use critical thinking skills to troubleshoot IT systems and apply solutions using logic, reasoning, and sound judgement.
- Experience with Active Directory.
- Experience with cloud platforms and technologies like Microsoft Azure.

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, 255A, SIR, CT, IT, 275, 26,030, C4II I, ISM, 2621, 3DIXI, 3D1X2

Additional Military Crosswalk information can be accessed at

http://www.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 www.WorkinTexas.com. Interested candidates may also email a completed [State of Texas application](#) to OCACareers@txcourts.gov. 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.