Job Posting

Posting Date: August 21, 2025

Job Listing Identification Number: 00050753

State Job Classification: Manager IV

Functional Title: IS Infrastructure Manager

Monthly Salary: $7,083.34 - $8,750.00

Remarks: Salary commensurate with experience.

Closing Date: September 4, 2025

State Class. No. and Pay Group: 1603 / B25

FLSA Status: ☒ Exempt   ☐ Non-Exempt

Location: Austin, TX

Type of Job: ☒ Full Time   ☐ Part Time

Travel Required: ☒ Yes (25%) ☐ No

Job Description:

Performs highly complex (senior-level) managerial work administering the daily operations and activities of the Information Services (IS) Infrastructure group. This includes managing the WAN/LAN, Wi-Fi, servers (both physical, virtual, on-prem, and cloud), workstation administration, and backups. Work involves collaborating with IS management to establish guidelines, procedures, schedules, and priorities to ensure that OCA is providing a reliable and secure infrastructure environment. Contributes to the IS budget by recommending salary changes and cost-effective purchasing options for infrastructure hardware/software. Plans, assigns and supervises the work of others. May oversee contracts with third-party vendors. Works under limited supervision, with moderate latitude for the use of initiative and independent judgement. Position reports to the Deputy Director of Information Services.

Essential Job Functions:

- Manages the day-to-day operations and activities of the infrastructure team, providing technical direction and guidance.
- Proactively works with the IS management team for deployments, system integrations, and to ensure compliance with security policies.
- Confers with IS management to develop strategic plans and long- and short-term goals for the department.
- Oversees the OCA maintained on-premise and cloud-based infrastructure and networks, including Hyper-V virtual environments, physical servers, workstation administration, print administration, storage, backups, Azure services, networking and resource groups. Also includes switching, Wi-Fi, network access controls, and WAN/LAN connectivity and segmentation.
- Evaluates appropriate hardware and software technologies for potential acquisition. Maintains a knowledge base of current and preferred software technology solutions.
- Works with the Customer Support manager and Infrastructure staff to ensure that off-the-shelf software, workstations, printers, servers and networks maintained by OCA are appropriately documented, maintained, updated and are available for use by the end users. Maintains inventory, warranty information, and end of life details for all infrastructure equipment.
- Effectively works with infrastructure vendors for product support, issue resolution, and solution research.

- Implements and maintains monitoring systems across infrastructure components to resolve system issues proactively.
- Identifies and suggests innovations and improvements to the OCA maintained infrastructure through verbal and written communication in a simple, efficient and clear manner.
- Establishes and maintains an effective staff training program for the Infrastructure team. Identifies training needs, determines most effective and efficient training methods, and provides cross-training opportunities for staff.
- Establishes goals and objectives; develops and approves schedules, priorities, and standards for achieving goals; and manages evaluation activities, including hiring and termination of Infrastructure staff.
- Participates in weekly Change Review Board meetings; adheres and reinforces all change management processes.
- Assists the IS Security team in maintaining strong security posture across the entire OCA landscape.
- 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 an accredited four-year college or university with major course work in computer information systems, computer science or related field; Experience and education may be substituted for one another.
- Four years of experience supervising the work of others and providing feedback to upper management.
- Two years of experience managing all aspects of infrastructure asset inventory tracking.
- Possesses a deep understanding of the practices, principles, and techniques of computer operations; information systems; networking fundamentals, computer software and hardware; information security policies and procedures.
- Five years of experience working with Office365, Windows Servers (both standalone and Hyper-V), Active Directory/Entra. DNS/DHCP, Group Policy.
- Experience working with Power Shell for scripting/automation of tasks.
- Experience working with Azure Commercial, Intune, and Windows Defender.

Preferred Qualifications:

- Familiarity with Aruba networking products (Central, ClearPass).
- Experience managing backups in a hybrid environment.
- Relevant certifications for Microsoft, Azure, or Aruba.

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.

- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.

- Ability to quickly learn new processes or solutions independently.

- Ability to work efficiently within a robust change management framework.

Employment Conditions:

- Regular attendance required.
- Travel may be required.
- Operate standard office equipment and computer systems.
- May operate a motor vehicle to conduct agency business.
- Performs sedentary office work.
- May be required to move equipment or other materials weighing up to 20 pounds.

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: No military equivalent, Navy: URL – Surface Warfare, Coast Guard: Enterprise Policy, Planning, Budget, and Management, Marine Corps: 0203 Ground Intelligence Officer, Air Force: 16GX Air Force Operations Staff Officer, No military equivalent. Additional Military Crosswalk information can be accessed at

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

To Apply: All applications for employment with the Office of Court Administration must 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.