

Listing Number: 476-16-06
Salary: \$42,244 - \$55,000

Opening Date: 11/17/15
Closing Date: until filled
(Agency Use): _____

STATE AGENCY
JOB VACANCY NOTICE

POSITION TITLE: Systems Support Specialist IV CLASSIFICATION #: Group B19
AGENCY: Texas Racing Commission ADDRESS: 8505 Cross Park Drive #110, Austin, TX 78754
WORK LOCATION ADDRESS: 8505 Cross Park Drive #110, Austin, TX 78754
REFER TO: Patricia Nalle By Appointment: Yes X No ___ TELEPHONE: 512 490-4018

NUMBER OF OPENINGS: 1 DURATION: Regular X Seasonal/Summer Job _____
Temporary _____ Will terminate on _____
MERIT SYSTEM: YES X NO ___ Part Time _____ Hours/Week 40

TYPING: YES X NO ___ W.P.M. 50 No more than 3 errors SHORTHAND: YES ___ NO X W.P.M. _____

TEXAS DRIVER'S LICENSE: YES X NO ___ Operator ___ Commercial ___ Chauffeur ___

TRAVEL REQUIRED: YES X NO ___ SHIFTS: 1ST ___ 2ND ___ 3RD ___ ROTATING ___

POSTING APPROVED BY:  DATE: 4/16/15

Chuck Trout, Executive Director

GENERAL DESCRIPTION:

Performs highly advanced (senior-level) local and remote system installation, configuration, and support for Windows based computer equipment, peripherals, and software packages, all in a networked or WiFi environment. Provide training and assistance to agency staff in the operation and management of these systems. Performs backup of agency data systems. Works under limited supervision with extensive latitude for the use of initiative and independent judgment.

- ◆ Keeps supervisor and I.T. team members briefed on any hardware and software issues, as well as network, and security concerns. Complete incident reports as required.
- ◆ May be responsible for assisting in the management of local and wide area networks and related equipment.
- ◆ May assist in the development and maintenance of agency web page
- ◆ Maintains or supervises update of departmental hardware and software related files including help desk tickets, trouble logs, inventory, disaster recovery plan, as well as procedure and training manuals.
- ◆ May assist department head with equipment purchases by developing or evaluating solicitation specs and procuring vendor bids.
- ◆ Keeps abreast of changing technology as it may pertain to current projects or the development of future projects.
- ◆ Ability to analyze systems and procedures; to write and revise standards and procedures.
- ◆ May plan, assign, and/or supervise the work of others.
- ◆ Performs related work as assigned.

Examples of Work Performed

- ◆ Configures and installs Windows servers, PCs, tablets, software, etc., and associated peripherals including printers, cameras, scanners, and software.
- ◆ Performs upgrades, trouble shooting, support and training for Windows servers and PCs, Windows software, file and print shares, and user accounts.
- ◆ Maintains the necessary security controls over Windows based OS, hardware, and user accounts.
- ◆ Advises users and analyzes user requirements concerning software and the efficient use of IT systems.
- ◆ Creates and/or updates agency help desk tickets as needed.
- ◆ Configures back-ups on all agency personal computers. Monitors backups and other scheduled tasks for completion.
- ◆ Monitors and reviews Windows system and application logs. Tests, installs, and verifies patches and OS updates.
- ◆ Develops training materials and provides training to agency personnel in the effective and proper use of agency hardware and software.
- ◆ Prepares briefings, reports and evaluations on existing systems as well as on any proposed purchases.
- ◆ Coordinates outside vendor repair of computer hardware, software and peripherals.
- ◆ Configures, monitors, and administers AV/Malware software.
- ◆ May be responsible for accessing data from and transferring data to various databases or entities as applicable.

Experience and Education

At least 5 years experience in systems support and analysis installing and supporting equipment and training staff on how to use equipment and software. Graduation from an accredited four-year college or university with major course work in computer science or a related field is generally preferred. Experience may be substituted for college education.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the practices, principles, and techniques of computer and network operations.
Skill in troubleshooting technical issues and communicating technical material to others.
Detailed understanding of Windows in a networked environment.
Ability to configure, support, and monitor Windows equipment and servers.
Ability to setup and support Active Directory.

Extensive knowledge of anti-virus/malware software. Sophos experience preferred.
Extensive knowledge of patch management software. SolarWinds preferred.
Ability to support and administer O365 (email in the cloud).
Ability to operate and train others to operate PC equipment, peripherals, and software.
Extensive familiarity with Windows 7, Windows Server 2012, Office 2013 (Excel, Word, Powerpoint, Visio), and a variety of organizational and utility software.
Ability to establish and maintain effective working relationships with users, vendors and other IT staff.
Extensive knowledge of personal computer hardware and software installation, configuration, monitoring and troubleshooting in a secure and networked environment.
Ability to recognize, analyze, and resolve problems in a Windows environment.
Ability to handle multiple projects.
Ability to communicate effectively.

DISCLOSURE:

All Commission employees must undergo a criminal history background check. The Texas Racing Act contains additional provisions that set out causes for rejection of employment. (Provided upon request.)

HOW TO APPLY:

Submit a State of Texas Application for Employment referencing the above position number and title by the posting date above to: Texas Racing Commission, Attention: Patricia Nalle P. O. Box 12080, Austin, TX 78711-2080. You may request an application from the Commission office at 8505 Cross Park Drive, Suite 110, Austin, TX 78754, phone (512) 833-6699, fax (512) 833-6907 or visit our web site at <http://www.txrc.texas.gov>. You may email your application and resume to jobs@txrc.texas.gov. Resumes may be submitted in addition to but not in lieu of the employment application.

TEXAS WORKFORCE COMMISSION

Date posted on site: _____