



OFFICE OF COURT ADMINISTRATION

David Slayton
Administrative Director

JOB VACANCY NOTICE

Posting Date: August 20, 2018

Closing Date: Until Filled

Job Listing Identification Number: 00002683

State Class. No. and PayGroup: 0230/B17

State Job Title: Systems Support Specialist III

FLSA Status: Exempt Non-Exempt

Agency Job Title: Systems Support Specialist

Location: Austin, Texas

Monthly Salary Range: \$3,081.34 - \$3,974.00

Type of Job: Full Time Part Time

Remarks: Salary commensurate with experience.

Travel Required: Yes 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 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.
- Responds to customer requests for assistance with supported hardware, applications, and websites. Continually reviews open customer requests to ensure timely resolution.
- Thinks critically to perform troubleshooting to isolate and diagnose common hardware/software issues.
- Accurately categorizes and prioritizes support requests. Escalates to management and/or Tier III support appropriately once troubleshooting has been performed.
- Maintains detailed notes of all support activity in ticketing system.
- Performs logistical activities related to meetings of the Judicial Committee on Information

Technology.

- Performs upgrades of hardware and software components as required with assistance from Tier II staff.
- Performs customer support related tasks and special projects as assigned by management.
- Participates in customer events such as resource on site, client training, etc.
- Performs related work as assigned and complies with all OCA policies.

Minimum Qualifications:

- Graduation from a standard senior high school or equivalent.
- 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).
- Ability to troubleshoot Windows 10 desktop environments.

Preferred Qualifications:

- Experience working with customers across all levels of technology proficiency.
- Ability to learn new software applications quickly.
- Experience updating web content using a content management system.

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:

Submit a complete application through CAPPs Recruit at this link

<https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00002683&tz=GMT-05%3A00> .

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 CAPPs Recruit 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.