



Systems Support Specialist IV

Salary Group: B19
Class Code: 0231

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
SYSTEMS SUPPORT SPECIALIST IV	0231	B19	\$42,244 - \$68,960

AGENCY DESCRIPTION

- The Texas Commission on Law Enforcement (TCOLE) is seeking a Systems Support Specialist to join the Special Services/IT Division, located at 6330 E HWY 290, Suite 200, Austin, TX. TCOLE offers a competitive salary and State of Texas benefits package that include everything from health insurance to a retirement plan and a variety of leave types. Please fill out the application form complete including your experience, education, special training, skills, and qualifications relevant to the position you are applying for. A skills exercise may be conducted at the time of the interview.

GENERAL DUTIES

- Performs moderately complex (journey-level) computer systems support work in a help desk call center setting.
- Work involves answering inquiries and coordinating the first-line support primarily over the telephone to external TCOLE licensees and law enforcement staff with automated online systems and software applications.
- Performs asset tracking of all agency information technology related assets in the hardware and software inventory systems.
- Maintains records of daily data communication transactions, problems, remedial actions taken, and written procedures.
- Aids in the design, development, and maintenance of various system applications.
- Reviews and provides recommendations regarding the procurement of information technology equipment.
- Supports internal TCOLE staff with automated office equipment in a network environment.
- Assists with planning and execution of office moves as it relates to computers, network equipment, and telephone systems.
- Develops procedures and training manuals and conducts presentations and briefings.
- Works under general supervision, with moderate latitude for the use of initiative and independent judgment.
- Oversees and coordinates with procurement and budget functions to result in approved requisitions.
- Work closely with IT manager.
- Performs job-related duties as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in business administration and desktop support work. Graduation from a standard senior high school or equivalent, supplemented by courses in computer science, is generally preferred. Experience and education may be substituted for one another.

Must possess working knowledge, or ability to rapidly assimilate knowledge, of regulatory information related to TCOLE, State and Federal regulations, legislation, guidelines, policies, and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with Call Center environments
- Ability to communicate effectively and professionally
- Knowledge of the practices, principles, and techniques of computer operations
- Knowledge of information security policies and procedures
- Ability to problem solve in stressful situations
- Critical thinking skills
- Self-motivated
- Attention to detail
- Knowledge of information systems, software, and hardware
- Familiarity with local and wide area networks
- Skill in the use and support of computers, programs, and systems
- Skill in troubleshooting information systems
- Ability to operate information technology systems
- Ability to troubleshoot and repair equipment
- Ability to engage in a collaborative, results-oriented team environment