

TEXAS COMMISSION ON LAW ENFORCEMENT
STATE AGENCY – JOB VACANCY NOTICE

JOB LISTING NO: 17-02
SALARY: From \$33,633 to \$35,000
POSITION TITLE: SYSTEMS SUPPORT SPECIALIST I
LOCATION: TCOLE Headquarters, Austin TX

CLOSING DATE: Until Filled
DURATION: Regular Full-time
CLASS NO.: 0228
NUMBER OF OPENINGS: 1

GENERAL DESCRIPTION

Performs entry-level computer systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Provides customer service and answers user inquiries regarding computer software, hardware operation, and the use and interface of systems and software applications.

Provides operational assistance in the implementation and utilization of data processing hardware or software.

Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment.

Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities.

Maintains appropriate security controls over software.

Assists in setting up equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software.

Assists in troubleshooting and resolving computer-related problems.

Assists in the update of personal computer and mainframe application programs.

May administer and monitor the testing center.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in computer systems 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.

Knowledge, Skills, and Abilities

Knowledge of the practices, principles, and techniques of computer operations; of information systems; of computer software and hardware; and of information security policies and procedures.

Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems.

Ability to operate information technology systems and to communicate effectively.

Note: The following Military Occupation Specialty (MOS) codes are generally applicable to this position: 25B, 255A, 51R, CT, IT, 275, 26, 030, C4|11, ISM, 2621, 3D1X1, 3D1X2, 25, 51, 3D. Applicants must fully complete the summary of experience to determine if minimum qualifications are met. Additional Military Crosswalk information can be accessed at

http://www.hr.sao.texas.gov/compensation/militarycrosswalk/mosc_informationtechnology.pdf

APPLICATION PROCESS:

Apply for this position through www.workintexas.com. Applications should demonstrate how you meet or exceed the job requirements. Resumes are not required, but may be attached to application. Any additional questions related to the job posting must be completed in order to apply.

Texas Commission on Law Enforcement, 6330 E Highway 290 STE 200, Austin, Texas 78723-1035. **The Commission is an Equal Opportunity Employment Agency. Applications received after the closing date will not be considered.**