

**TEXAS COMMISSION ON LAW ENFORCEMENT
STATE AGENCY – JOB VACANCY NOTICE**

JOB LISTING NO: 17-06
SALARY: From \$32,976 to \$40,000
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 moderately complex (journey-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. May train others. This position works under general supervision, with moderate 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 assistance in the design, development, and maintenance of various system applications.

Develops training manuals and procedures and trains users in the proper use of hardware or software.

Installs, maintains, moves, and assists in testing and upgrading new and existing hardware or software.

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

Maintains appropriate security controls over software.

Sets up equipment for employee use and performs or ensures proper installation of cables, operating systems, or appropriate software.

Troubleshoots and resolves computer-related problems.

May assist in the review and recommendation of the procurement and inventory of information resources hardware or software.

May prepare, develop, and update computers and mainframe application programs.

May train others.

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

Have knowledge of the practices, principles, and techniques of computer operations; of information systems; of computer software and hardware; of information security policies and procedures; and of local and wide area networks.

Have skills in the use and support of computers, in the use of applicable programs and systems, and in troubleshooting information systems.

Have the ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to train others.

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.**