

# Information Technology Support Specialist

Salary Group: B20

Class Code: 0231

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
INFORMATION TECHNOLOGY SUPPORT SPECIALIST IV	0231	B20	\$62,500

## WHAT WE DO

The mission of Texas Commission on Law Enforcement (TCOLE) to ensure that Texas is served by law enforcement professionals. We are the regulatory body that oversees the licensing and certification of peace officers, jailers, and telecommunicators across the state. The TCOLE IT Operations team is composed of four help desk specialists who support our public facing applications as well as provide desktop support for internal staff. The IT Operations team works closely with our Application Development Team and the Cybersecurity and Network Operations Team to produce modern user centered services for our end users in support of TCOLE's mission.

## WORK LOCATION

This position reports in person to the TCOLE Headquarters building at 6330 E Hwy 290, suite 200, Austin, TX 78723.

## 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.
- 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.
- This position is part of a team of people who are open minded and collaborative, adaptable, dedicated, and aren't afraid to roll up their sleeves.
- Performs job-related duties as assigned.

## GENERAL QUALIFICATION GUIDELINES

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### EXPERIENCE AND EDUCATION

Minimum of 2 years work experience in IT business administration, desktop support work, and customer service. 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.

### PREFERRED SKILLS

- Ability to communicate effectively and professionally
- Familiarity with call center environment
- Knowledge of information security policies/ procedures, information systems, software, and hardware
- Ability to problem solve in stressful situations
- Critical thinking skills
- Self-motivated
- Attention to detail
- Understanding of local and wide area networks
- Leadership and project management
- Organized
- 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

**MILITARY OCCUPATIONAL SPECIALTY CODES** can be found at  
<http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions>

**VETERAN'S PREFERENCE:** If you choose to claim veteran's employment preference including surviving spouse or orphan of a veteran as outlined by the State of Texas, you must attach a DD214 at the time your application is submitted.

**FOR NEW HIRES/REHIRE:** Health insurance is available the 1st of the following month after a 60-day waiting period.

**TO APPLY:** Jobs may be found at: [Job Search \(taleo.net\)](#)

**APPLICATIONS SUBMITTED THROUGH WORK IN TEXAS:** Work In Texas (WIT) applicants must complete the supplemental questions to be considered for the posting. In order to complete the supplemental questions please go to CAPPs Recruit to register or login and access your profile. Go to CAPPs Recruit to sign in (Link: [Job Search \(taleo.net\)](#))

**PLEASE NOTE:** All applications must contain complete job histories, which includes job title, dates of employment, name of employer, supervisor's name and phone number and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete. Resumes do not take the place of this required information. Candidates may be asked to participate in a skills demonstration and/or presentation. Salary is contingent upon qualifications and is subject to salary administration and budgetary restrictions.

Complete copies of college transcripts must be furnished to the divisional hiring representative at the time of the interview for positions

If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Only applicants scheduled for interviews will be contacted.

*As an equal opportunity employer, we hire without consideration to race, religion, color, national origin, sex, disability, age, or veteran status, unless an applicant is entitled to the veteran's preference.*

*This position requires the applicant to meet Agency standards and criteria which may include passing a pre-employment criminal background check, prior to being offered employment by the Agency.*