

# Program Specialist II

## AGENCY DESCRIPTION

The Texas Commission on Law Enforcement (TCOLE) is seeking a **Systems Program 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.

Work involves program and customer support of technical systems.

## GENERAL DUTIES

- Provides complex telephone customer support of online applications.
- Answers telephone inquiries in a help-desk environment.
- Performs an array of technical, training, research, planning, policy, program assessment, and administrative activities related to online applications.
- Provides support and collaborates in the planning, development, implementation, analysis, and documentation of an agency applications.
- Serves as a liaison to law enforcement agencies to explain and provide technical assistance on program specifics and requirements.
- Markets programs to law enforcement community to encourage and/or improve interest in the applications and ensure a quality product.
- Monitors and reviews compliance with program policies and procedures, statutes, and rules for assigned program.
- Studies and analyzes operations and problems, prepares reports of findings and recommendations, and prepares justifications for the implementation of procedural or system changes.
- Assists in reviewing and evaluating information on service delivery system methods, outputs, and activities to identify gaps in resources and recommend improvements.
- Assists with the collection, organization, analysis, and/or preparation of materials in response to requests for program information and reports.
- Collaborates with IT team in determining trends and resolving technical problems. Recommends and coordinates activities to produce a more effective program.
- May provide guidance to 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.

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

- Ability to communicate effectively and professionally

- Knowledge of the practices, principles, and techniques of computer operations
- Knowledge of information security policies and procedures
- Knowledge of information systems, software, and hardware
- 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 handle security-sensitive information confidentiality
- Ability to engage in a collaborative, results-oriented team environment

**PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Familiarity with Office 365 SharePoint, OneDrive, Teams, Admin Center, Outlook, Azure, etc...

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

**TO APPLY:** Application must be completed at: [Job Description - TCOLE - Program Specialist II \(00016998\) \(taleo.net\)](#)

*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.*