

Systems Support Specialist IV (2 Positions)

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 completely 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 handling escalated help-desk inquiries for TCOLE online applications such as the Texas Commission on Law Enforcement Data Distribution System (TCLEDDS), MyTCOLE account, and TCOLE Online Training. Demonstrated skill in troubleshooting hardware, software, and applications is required. Performs related work as assigned.

GENERAL DUTIES

- Performs highly complex (senior-level) computer systems support work in a help desk call center setting.
- Work involves answering inquiries and coordinating the first-line support over the telephone to external TCOLE licensees and law enforcement staff with automated online systems and software applications.
- Establishes and ensures that appropriate security controls over software are maintained.
- Maintains records of daily data communication transactions, problems, remedial actions taken, and installation activities.
- Provides assistance in the design, development, and maintenance of various system applications.
- Assists with the coordination of development, and ongoing maintenance of 3rd party systems.
- Reviews and provides recommendations regarding the procurement of information technology equipment.
- Supports internal TCOLE staff with automated office equipment in a network environment.
- Sets up equipment for employee use and performs or ensures proper installation of cables, operating systems, or appropriate software.
- Assists with planning and execution of office moves as it relates to computers, network equipment, and telephone systems.
- Troubleshoots and resolves complex computer-related problems
- Develops procedures and training manuals and conducts presentations and briefings.
- Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.
- Performs related work as assigned.
- May provide guidance to others

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.

MINIMUM 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
- Knowledge of information systems, software, and hardware
- Knowledge of physical asset inventory procedures
- Familiarity with local and wide area networks
- Familiarity with learning management systems (LMS)
- 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 coordinate software, applications, and services projects with 3rd party vendors
- Ability to engage in a collaborative, results-oriented team environment

PREFERED KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with Office 365 SharePoint, OneDrive, Teams, Admin Center, Outlook, Azure, etc...
- Experience with technology procurement
- Familiarity with learning management systems (LMS)

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 - Systms Support Spclst IV \(00016933\) \(taleo.net\)](#)

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.