

DEPARTMENT OF SAVINGS AND MORTGAGE LENDING JOB VACANCY NOTICE

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| Opening Date: Immediately | Posting number: SML- 363 | Military Specialty Codes: |
| Number of Openings: 1 | Duration of Job: Regular Full Time | Army-25B, 255A, Navy-CT |
| Classification: Non-Exempt | Group/Class #: B15/0229 or B17/0230 | Coast Guard-IT |
| Closing Date: Until Filled | Salary*: \$2,748 min - \$4337 max for an II | Marine-0633 |
| Location: Austin, TX | \$3,082 min - \$4866 max for a III | Air Force-3D1X1, 3D1X2 |

*Commensurate with qualifications and experience

Benefits Offered: Comprehensive healthcare options, State of Texas retirement plan, paid vacation/holidays, Employee Assistance Program, Training/Employee Development Program and more.

Additional information on the SAO Military Crosswalk is available here:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

JOB TITLE: Systems Support Specialist II/III

JOB DESCRIPTION: Performs moderately to highly complex technical support work on computer systems and office equipment in a help desk setting. Work involves providing first-line assistance for operational problems of agency information technology systems and operating automated office equipment in a network environment. Works under general to limited supervision, with moderate to considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

- ◆ Reviews and prioritizes incoming operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem or request; and monitors the status to ensure a timely resolution.
- ◆ Provides routine technical assistance troubleshooting software and hardware problems, as well as problems involving office equipment such as phones, printers, and fax machines; recognizes and escalates difficult problems to a higher level of support.
- ◆ Provides guidance to employees on installation standards, operating standards, new procedures, and peripheral equipment functions.
- ◆ Performs backups and system cleanup, and assists in handling staff equipment issue and return.
- ◆ 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.
- ◆ Sets up computers and other office equipment for employees; installs standard software; ensures proper installation of cables; and helps users resolve common hardware, software, and network connectivity issues.
- ◆ Assigns logons and rights, print queues, and directory structures; resets passwords; troubleshoots internet and phone outages; creates departmental groups; and runs security software.
- ◆ May assist in the review and recommendation of the procurement and inventory of information resources hardware or software.
- ◆ May analyze call logs to track common trends and underlying problems.
- ◆ May maintain information technology equipment such as batteries, keyboards, and monitors.
- ◆ May develop procedures and training manuals.
- ◆ May train others.
- ◆ Performs related work as assigned.

GENERAL REQUIREMENTS:

- ◆ Minimum experience in computer systems support work – two years for Systems Support Specialist II, three years for Systems Support Specialist III.
- ◆ Graduation from a standard senior high school or equivalent is required, but some college is generally preferred. Additional computer science classes or courses preferred.
- ◆ Experience and education may be substituted for one another.

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- ◆ Graduation from an accredited four-year college or university with major course work in law or related field 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; of information security policies and procedures; and of local and wide area networks.
- ◆ Skill in the support of computers in the use of applicable programs and systems, and in troubleshooting information systems.
- ◆ Ability to operate information technology systems, to troubleshoot and repair equipment
- ◆ Ability to prioritize and self-manage assignments, tasks, and projects.
- ◆ Ability to communicate effectively with multiple audiences, orally and in writing.
- ◆ Knowledge of Microsoft products, including Active Directory, Exchange, Office, Windows, Windows Server, etc.
- ◆ Ability to train others.

NOTE:

The position may require on occasion additional work hours including evenings, weekends, and/or holidays to meet critical deadlines. The job posting in no way states or implies that the duties listed above are all inclusive. Employees are required to perform other duties as assigned.

External final male applicants who are 18-25 years of age will be required to furnish proof of registration or exemption from registration with the Selective Service System as a condition of state employment.

All offers of employment are contingent upon the candidate having legal authorization to work in the United States. Failure to present such authorization within the time specified by the U.S. Department of Labor will result in the offer being rescinded.

All offers of employment are also contingent upon satisfactory credit check.

HOW TO APPLY:

Submit a completely filled out state of Texas application using one of the methods below:

- ◆ Online at <http://www.workintexas.com>, or
- ◆ Email to jobs@sml.texas.gov, or
- ◆ Mail to 2601 N. Lamar Blvd., Ste. 201, Austin, TX 78705, or
- ◆ Fax to 512-475-1505.

Applications are available at: <https://www.twc.texas.gov/files/jobseekers/texas-application-employment-twc.pdf>

Resumes and cover letters are optional. Resumes are not accepted in lieu of a completed application.

For directions or to request physical accommodations call Human Resources at 512-475-0614.

E-Verify – This organization participates in E-Verify. This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

Department of Savings and Mortgage Lending is an equal opportunity employer.