

**TEXAS COMMISSION ON LAW ENFORCEMENT OFFICER STANDARDS AND EDUCATION
STATE AGENCY – JOB VACANCY NOTICE**

JOB LISTING NO.: 10-08
SALARY: From \$31,729
POSTITION TITLE: Systems Support Specialist II
NUMBER OF OPENINGS: 1

CLOSING DATE: 02/26/2010
DURATION: Regular Full-time
CLASS NO.: 0229

GENERAL DESCRIPTION

Performs moderately complex (journey-level) systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, and network, environment. May train others. 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 the Commission's web applications including its Online Training Web Site as well as other 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.

Installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software for client desktop computers and laptops.

Provides audio visual support for Commission instructors and the quarterly Commission meetings.

Assists in the installation and maintenance and testing and upgrading new and existing network servers, routers and other network equipment.

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

Maintains necessary security controls over software, hardware and other system resources.

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

May assist in the review and recommendation of the procurement and inventory of information resources hardware or software. May Prepare, develop, and update personal computer, network server and web application programs.

May create and distribute reports on Commission information utilizing SQL Server, Crystal Reports or other reporting tools.

May train others in the use of systems, not limited to, Texas Commission Law Enforcement Data Distribution System (TCLEDDS).

May assist in the design, implementation and maintenance of the commission's VOIP system.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Two (2) years experience in systems support work is required.

Work experience in technical troubleshooting computers and software is required.

Two (2) years experience in a Windows network environment preferred.

Two (2) years full-time work providing technical based helpdesk operations is preferred.

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

Knowledge of the practices, principles, and techniques of computer operation, of information systems, of computer software and hardware, of information security policies and procedures, and of local and wide area networks is required.

Knowledge of database administration and reporting is preferred.

Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems is required.

Ability to operate information technology systems, to troubleshoot and repair equipment, to communicate effectively, and to train others is required.

Additional Requirements

Apply by completing the standard State of Texas application form and applicant affirmation attachment. It is the responsibility of the applicant to see that application and attachments are current and complete. Standard State of Texas application forms will not be considered without the applicant affirmation attachment. Resumes are not required, but may be attached to application. Application may be submitted online at workintexas.com, via mail, fax, or personal delivery to the **Texas Commission on Law Enforcement Officer Standards and Education, 6330 E Highway 290 STE 200, Austin, Texas 78723-1035, Fax: (512) 475-4623. The Commission is an Equal Opportunity Employment Agency. Applications received after the closing date will not be considered.**