Position Title: Systems Administrator

State Classification/Title/Salary Group: 0311 / Systems Administrator II / B18; 0312 / Systems Administrator III / B20

Monthly Salary: $3,400.00 - $5,000.00 / month plus state benefits

Position Location: Central Office, Austin, Texas

Job Requisition #: 00027073 FLSA Status: Non-Exempt

Opening Date: September 22, 2022 Closing Date: October 6, 2022

Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of 25B – Information Technology Specialist, IT – Information Systems Technician, 275 – Information Systems Technician, 0651 – Cyber Network Operator, 3D0X2 – Cyber Systems Operations or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Additional Military Crosswalk information can be accessed at: http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

General Description:
The Systems Administrator reports to the Director of IT and maintains the agency's information technology infrastructure and is an IT Helpdesk team member. Supports and troubleshoots field equipment including computers, smartphones, printers, handheld devices, scanners, and more. Develops end-user training and provides additional training to employees located across the state. Works under general supervision with limited latitude for the use of initiative and independent judgment.

Essential Job Functions:
• Provides support for agency computer hardware and software issued to employees.
• Shares primary operations and technical support responsibilities with IT Helpdesk team.
• Shares Windows server administration, maintenance, installation, and monitoring duties.
• Performs advanced software and hardware troubleshooting.
• Configures automation routines using scripting and other programming languages.
• Provides after-hours Help Desk coverage on a rotating basis.
• Performs a wide variety of shared duties on an as-needed basis.
• Assists in maintenance of the agency’s telecommunications systems.
• Initiates new telecom services, telecom disconnects, and maintains telecom databases.
• Analyzes, troubleshoots, and resolves system hardware, software, and networking issues.
• Deploys equipment at regional offices.
• Performs other duties as assigned.

Minimum Qualifications:
• Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, or a related field (Systems Administrator II);
  OR
• Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, or a related field and one (1) year of full-time experience in computer system administration, network administration, or technical support helpdesk in an open systems, multi-platform environment (Systems Administrator III).

Note: A combination of experience and education can substitute for degree on a year for year basis. Experience alone can substitute for degree on a year for year basis.

*CompTIA A+, Microsoft Certifications (Enterprise Desktop Support Technician, Enterprise Desktop Administrator, Technology Specialist, Solutions Associate) preferred, not required.

Knowledge, Skills and Abilities: Experience working on a technical support team and working on projects with others; Ability to work successfully in a team environment with the flexibility to perform tasks that are beyond the standard typical assigned job duties.
and willingness to learn new skills; Ability to interact with customers in a professional and courteous manner; Experience in administering, troubleshooting, installing, and configuring Windows servers and its DHCP, DNS, File, Print, and NP/AS services; Experience in troubleshooting, installing, and configuring PC hardware and software, including Windows 10 and MS Office Suite; Experience installing antivirus management software; Experience creating computer software images using Windows SCCM server; Experience managing an enterprise backup system; Knowledge of telephone VOIP systems such as Avaya; Ability to recognize, analyze, and resolve server problems; experience using video conference equipment is preferred.

Other: Travel, sometimes overnight, is required. Overtime may be required.

The TAHC is an emergency response agency. This position may play a role in the agency's emergency management activities. As a first responder, this position is subject to participate in rotating temporary duty assignments away from the regular designated headquarters for up to two weeks at a time. This duty may involve working in adverse conditions; may require irregular working hours and overtime; and, may include duties other than those specified in the standard position description.

Other:
Must have a valid Texas driver's license and safe driving record.
Applicants may be subject to a driving record and criminal background check.
Employment of selected candidate is contingent upon the receipt of an acceptable criminal background check and an acceptable moving violation record from the Texas Department of Public Safety.

How to Apply:
To submit your application for employment, follow the link provide below, then select Apply Online. Create and/or Login to your online applicant profile and electronically submit your State of Texas Application for Employment.

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.

https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00027073&tz=GMT-05%3A00&tzname=America%2FChicago

Only interviewed applicants will receive notice of the final disposition of the selection process.

The Texas Animal Health Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any requests for reasonable accommodation needed during the application process should be communicated by the applicant to our Human Resources Department (512) 719-0700. For a telecommunications relay service for the hearing impaired, please dial 711. At time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. Proof of eligibility to work in the U.S. will be confirmed using E-Verify. All males who are age 18 through 25 and required to register with the Selective Service must present proof of registration or exemption from registration upon hire.

An Equal Opportunity Employer