



**Position Title:** Systems Administrator

**State Classification/Title/Salary Group:** 0312 / Systems Administrator III / B21

**Monthly Salary:** \$4,273.16 - \$5,500.00 / month, plus state benefits

**Position Location:** Central Office, Austin, Texas

**FLSA Status:** Non-Exempt

**Job Requisition:** 00051748 **Closing Date:** August 21, 2025

*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](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf)*

**General Description:**

Performs complex (journey-level) systems administration work reporting to the Director of IT. Work involves maintaining the configuration and operation, and reliability of systems and installing and upgrading computer components and system software. Maintains the agency's information technology infrastructure and is a member of the IT Helpdesk. 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 moderate latitude for the use of initiative and independent judgment.

**Essential Duties:**

- Maintains workstation/server data integrity by using appropriate software and hardware solutions along with implementing a schedule of backups for data archiving.
- Studies existing information processing systems to evaluate effectiveness and develop new systems to improve production or workflow as required.
- Shares Windows server administration, maintenance, installation, and monitoring duties.
- Configures automation routines using scripting and other programming languages.
- Analyzes, troubleshoots, and resolves system hardware, software, and networking issues.
- Provides support and helps maintain MS Windows servers, networked computers, Windows desktops and applications as well as agency telecommunication systems.
- Shares primary operations and technical support responsibilities with IT Helpdesk team.
- Provides support for agency computer hardware and software issued to employees.
- Initiates new telecom services, telecom disconnects, and maintains telecom databases.
- Maintenance of the agency's telecommunications systems.
- Coordinates IT Procurement/Renewal of services with the purchasing department.
- Provides after-hours Help Desk coverage on a rotating basis.
- 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.
- One (1) year experience in computer system administration, network administration, or technical support helpdesk in an open system, multi-platform environment.
- **Preferred:** \*CompTIA A+, Microsoft Certifications (Enterprise Desktop Support Technician, Enterprise Desktop Administrator, Technology Specialist, Solutions Associate).

*Additional experience may substitute for education on a year for year basis.*



**Knowledge, Skills and Abilities:** Knowledge of telephone VOIP systems such as Avaya; Experience working on a technical support team and working on projects with others while also able to work independently when needed; Experience scripting using PowerShell or other scripting language; 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 latest versions of Windows 10 & 11 and MS Office Suite; Experience installing antivirus management software; Experience creating and maintaining computer software images using Windows SCCM server; Experience managing an enterprise backup system; Experience using video conference equipment is preferred; Ability to work successfully in a team environment with the flexibility to perform tasks that are beyond the standard typical assigned job duties; Ability and willingness to learn new skills; Ability to interact with customers in a professional and courteous manner.

**Other Requirements:**

Travel required, occasionally overnight. Overtime may be required.

Must have a valid Texas driver's license and safe driving record. 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.

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.

**IMPORTANT: 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.

**How to Apply:** To submit your application for employment, click on the link below, select Apply Online. Create and/or Login to your on-line 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.

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