State Office of Risk Management
Job Announcement

State Office of Risk Management

POSTING NUMBER: 22-0600

JOB TITLE: Systems Support Specialist III

MONTHLY SALARY: $4,600.00-$4,600.00

POSTING DATE: April 27, 2022

LOCATION: 300 West 15th Street, 6th Floor, Austin, TX 78701

WORKING TITLE: System Support Specialist

DEPENDING ON QUALIFICATIONS

DURATION: Until Filled

GENERAL DESCRIPTION

Performs highly complex helpdesk/system support work for internal and external users. Work involves providing customer support for agency information systems and operating automated office equipment in a stand-alone or networked environment. Work also involves analyzing proposed computer applications and providing technical recommendations.

ESSENTIAL JOB FUNCTIONS

Builds, configures, and maintains desktop and laptop computers for the agency

Updates personal computer operating system, BIOS, and application/programs

Maintains hardware, software and license inventory (including Microsoft Licenses through their Volume Licensing website)

Performs the setup of equipment for employee use and performing or ensuring proper installation of cables, operating systems, or appropriate software

Provides technical help desk support to internal and external customers, answering questions, troubleshooting and resolving issues related to computer software and hardware

Provides support for mobile devices, including smart phones and tablets

Troubleshoots periodic scanner, Kofax and FileNet issues for Document Management section

Documents the processes and procedures for effective Desktop Support team members

Advises Director of Information Technology on hardware, components and software to purchase.

Prepares the alternate work location for SORM during a Continuity of Operations event

Maintains the Microsoft Active Directory for SORM

Administers Office 365 tools and the agency's Office 365 portal

Administers Proofpoint

Provides windows patching testing and support

Provides end-user support and maintenance for both our in-house Risk Management Information System (RMIS) and our cloud-based Origami RMIS

Troubleshoot periodic network issues with Multi-Functional Devices and desktop printers

Performs related work as assigned

Maintains relevant knowledge necessary to perform essential job functions

Attends work regularly in compliance with agreed-upon work schedule

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent

Three years of full-time experience working in helpdesk/desktop/network support

Knowledge of the practices, principles, and techniques of computer operations; of information systems; of computer software and hardware; of information security policies and procedures; of local and wide area networks; and of the management of information systems

Skill in critical thinking

Skill in handling multiple tasks, prioritizing, and meeting deadlines

Skill in effective oral and written communication [writing sample will be required and administered after the interview]

Skill in effectively fixing computer hardware and software issues [test may be administered after the interview]

Skill in exercising sound judgment and effective decision making

Ability to receive and respond positively to constructive feedback

Ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service

Ability to handle stressful situations

Ability to work effectively and collaboratively with diverse colleagues

Ability to arrange for personal transportation for business-related travel

Ability to document new processes and changes to existing processes

Ability to work more than 40 hours as needed and in compliance with the FLSA

Ability to lift and relocate 30 lbs.

Ability to travel (including overnight travel) up to 5%

Ability to work flexible hours

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university

Three additional years' experience in computer system support work

Experience working with the Public Sector

Knowledge of Proofpoint, SCCM, Workflow, Integrations with cloud providers, Kodak Capture, remote connectivity tools, iPhones/iPads, MFD printer tray programming,

Skill in administration of Office 365, MS Active Directory, Windows 10, cloning and encrypting hard drives, reimaging hard drives, learning new technology, training users

Skill in keeping inventory of hardware, software, licenses, and Active Directory records

Experience and aptitude in server administration

Knowledge of VOIP and CISCO Jabber

TO APPLY

All applications for employment with the State Office of Risk Management must be submitted electronically through www.WorkInTexas.com. A State of Texas application in WorkInTexas (WIT) must be completed to be considered **OR** Submit a State of Texas Application for Employment to: Attn: Linda Griffin, State Office of Risk Management, P.O. Box 13777, Austin, TX 78711-3777.

THE SORM IS AN EQUAL OPPORTUNITY EMPLOYER