

**Opening Date:** September 22, 2020  
**Closing Date:** Open Until Closed  
**Work Location:** Austin, Texas  
**Posting Number:** 21-03  
**Monthly Salary:** \$3,081.34 - \$4,393.53\*  
**Group/Class:** B13/0228 or B15/0229 or B17/0230  
**Travel %:** 10%  
**Division/Department:** O&A/IT/IT Operations/Help Desk  
**Number of Positions:** 1  
**\*Salary commensurate with experience and qualifications**

# **JOB VACANCY NOTICE**

## **Help Desk Support**

### **(Systems Support Specialist I/II/III)**

*Texas Water Development Board, Stephen F. Austin Building  
1700 North Congress Ave., Room 670, Austin, Texas 78701  
Please contact Human Resources for accommodation requests.  
Phone: (512) 475-2142  
Apply at: Work in Texas [www.workintexas.com](http://www.workintexas.com) OR  
[HR@twdb.texas.gov](mailto:HR@twdb.texas.gov)*

**We offer a competitive compensation and benefits package including medical, dental, vision, 401(k), flexible spending, and flexible work hours so you can have a work/life balance! For more information about these benefits and more visit: <http://www.twdb.texas.gov/jobs/benefits.asp>**

#### **Veteran's Preference**

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 25B – Information Technology Specialist, CT – Cryptologic Technician, IT – Information Systems Technician, 0633 – Network Transport Technician 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.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_InformationTechnology.pdf](http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf)

#### **Job Description Summary**

Performs entry-level up to highly complex (senior-level) computer systems support work in a help desk setting. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. Works under close to limited supervision, with minimal to considerable latitude for the use of initiative and independent judgment. Reports to the Manager, of the Information Technology (IT) Operations Department.

#### **Essential Job Functions**

- Provides excellent customer service and answers user inquiries regarding computer software, hardware operation, and the use and interface of systems and software applications.
- Responds to Help Desk support tickets, instant messages, and calls, routing to appropriate staff and creating support tickets as needed.
- Reviews and updates daily support tickets, data communication transactions, problems, remedial actions taken, and installation activities.
- Provides support and assistance in the design, development, and maintenance of various system applications.
- Troubleshoots and resolves complex problems relating to computer systems or programs.
- Provides support for agency Board and Executive meetings and special sessions, assists in the preparation of material for presentation to the Board and other audiences.

Female and minority applicants are encouraged to apply.

The Texas Water Development Board does not discriminate on basis of race, color, national origin, sex, religion, sexual orientation, age, or disability in employment or provision of services, programs, or activities.  
Please visit TWDB Career Page: <http://www.twdb.texas.gov/jobs/> for more information.

Males born on or after January 1, 1960, will be required to present proof of Selective Service registration on the first day of employment or proof of exemption from Selective Service registration requirement. 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. Candidates must be eligible to work in the United States without requiring sponsorship. Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed State of Texas application unless indicated.

*TWDB participates in E-Verify! Information from each new employee's Form I-9 will be provided to the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS) to confirm work authorization.*

HR-002 (Non-Supervisory)  
Revised 06/26/2020



The TWDB is in compliance with the Americans with Disabilities Act and makes reasonable accommodations for applicants and employees with disabilities. If a reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits of employment, please contact the Human Resources Division for assistance at (512) 475-2142. Deaf and hard of hearing applicants may contact our office via Relay Texas at 1-800-735-2989 (TTY/TDD).

## Job Vacancy Notice (cont.)

Posting number 21-03

- Develops training manuals and procedures and trains users in the proper use of hardware or software.
- Coordinates, plans, and schedules the installation or training for new or revised systems and defines business process requirements.
- Installs, maintains, moves, and assist in testing and upgrading new and existing hardware or software.
- Maintains agency computer and hardware inventory records for new and surplus equipment and inventory room.
- Assists in evaluating, testing, certifying, recommending, and determining operational, technical, and support requirements for the location, installation, operation, and maintenance of data processing, data communications, and computer and management information systems to include hardware and software.
- Assists with administrative matters, programs, activities, and operations in the Information Technology Division including but not limited to the preparation of expenditure requests for purchase of office supplies, equipment, maintenance renewals, and other purchases and services.
- Schedules, and prioritizes meetings, appointments, and special events; reserves meeting sites; contacts and confirms appointments and meetings; prepares agendas; and documents meeting minutes and action items as necessary.
- Establishes and maintains records, filing systems, maintenance renewals, and logs.
- Maintains confidential and sensitive information.
- Ensures individual and team files (electronic and hard versions) are appropriately maintained and timely disposed of in accordance with the agency's records retention procedures and schedule.
- Provides weekly activity updates and status reports as assigned.
- Researches and composes accurate and timely communications.
- Maintains required certifications, licenses, continuing education needs and requirements of the position to include but not limited to, attending mandatory training courses.
- May train others.
- May be required to operate a state or personal vehicle for business purposes.
- Performs other duties as assigned.

### **Minimum Qualifications**

#### Systems Support Specialist I:

- Graduation from a standard senior high school or equivalent, supplemented by courses in Computer Science or related fields.
- One to two years of experience in computer systems support work.
- Relevant education may be substituted on a year-for-year basis.

#### Systems Support Specialist II:

- Graduation from a standard senior high school or equivalent, supplemented by courses in Computer Science or related fields.
- Three to five years of experience in computer systems support work.
- Relevant education may be substituted on a year-for-year basis.

#### Systems Support Specialist III:

- Graduation from a standard senior high school or equivalent, supplemented by courses in Computer Science or related fields.

## Job Vacancy Notice (cont.)

Posting number 21-03

- Five years of experience in computer systems support work.
- Relevant education may be substituted on a year-for-year basis.

### **Preferred Qualifications**

- Graduation from an accredited four-year college or university with major coursework in Computer Science, computer information systems, management information systems, or related fields.
- More than five years of work experience providing Help Desk management, troubleshooting computer hardware, and resolving software problems.
- Experience in office management and administrative support.

### **Knowledge, Skills, and Abilities (KSAs)**

- Knowledge of local, state, and federal laws and regulations relevant to IT Operations Department; and of the principles and practices of public administration.
- Knowledge of the limitations and capabilities of computer systems.
- Knowledge of computer hardware and software.
- Knowledge of audio/visual hardware and software.
- Knowledge of computer operating systems.
- Knowledge of grammar, punctuation and editing.
- Skills in troubleshooting computer systems.
- Skills in using and administering Quest KACE appliances.
- Skills in using and administering Microsoft Office 365 suite.
- Skills in using Microsoft Office programs such as Word, Excel, and Access.
- Skills in use of internet, email, word processing, spreadsheet, presentation, and database software.
- Skills in coordinating and solving problems.
- Skills in preparing and maintaining accurate records, reports, documents, and correspondence; and meeting deadlines.
- Ability to communicate effectively, in person, on the phone, and in writing.
- Ability to adhere to work schedules, follow procedures with respect to leave and submit accurate timesheets by prescribed deadlines.
- Ability to make mature, objective decisions and identify areas of potential problems.
- Ability to successfully handle high-level administrative and confidential issues.
- Ability to perform effectively and willingly when changes occur in scope and nature of the work and work environment.
- Ability to perform routine and non-routine work assignments accurately and on-time with little or no supervision.
- Ability to perform assigned duties and improve work habits and/or output.
- Ability to complete assigned work, on time, neatly and with infrequent errors.
- Ability to interpret policies, procedures, and regulations.
- Ability to provide prompt, courteous and accurate assistance and clear and concise communication to internal and external stakeholders both verbally and in writing.
- Ability to work and cooperate with others in a team environment.
- Ability to manage multiple tasks.

Job Vacancy Notice (cont.)

Posting number 21-03

- Ability to stand/sit/move with no physical limitations or aids to perform activities such as retrieve/replace files in a large file system for boxes up to 30 lbs.
- Ability and willingness to travel 10% of the time, primarily within the State of Texas.
- Ability to operate a vehicle (state or personal) for state business and maintain a driver's license and driving.
- Ability to work days that may exceed 8 hours, including early morning, nights and weekends.
- Ability to train others.
- Ability to analyze systems and procedures.
- Ability to manage multiple tasks and schedule work in order to maintain regular progress on assignments and meet deadlines.

**Remarks**

- Copy of required academic transcripts and/or licensures and driving record must be submitted at the time of hire. Failure to provide required documentation will result in no further consideration for employment.
- Important Notice: Otherwise qualified candidates who are ultimately considered for potential employment with the Texas Water Development Board may be the subject of a request for any criminal history record information maintained by the Texas Department of Public Safety (DPS). Evidence of a criminal conviction or other relevant information obtained from the DPS shall not automatically disqualify an individual from employment with the Texas Water Development Board.