TEXAS DEPARTMENT OF LICENSING & REGULATION

Working title: Systems Administrator

Class title: Systems Administrator IV
Posting No.: 0811-26
Opening Date: 08/25/2026
Closing Date: Open Until Filled
Location: Bush Building, 1801 Congress Ave., Austin, TX 78701
Class Code: 0313
FLSA: Computer-Exempt
Salary Group/Salary: B23, $61,184.04 - $90,000.00/yr.
Division: Information Technology
Number of positions: 1

General Description

Performs highly complex (senior-level) systems administration work. Work involves coordinating the upkeep, configuration, and reliable operation of systems. Installs and upgrades computer components and system software. May serve as lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Reports to the Technical Support Supervisor.

Essential Job Functions

- Coordinates, plans, and schedules the installation of or training for new or revised systems and defines business process requirements.
- Determines operational, technical, and system requirements for the location, installation, operation, and maintenance of data processing, data communication, system software, and server hardware.
- Analyzes, troubleshoots, and resolves system hardware, software, and networking issues; and provides status reports to management.
- Installs, configures, maintains, and administers servers, operating systems, and applications.
- Researches, develops, and documents operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
- Defines and manages the roles and access privileges of individual network entities users and devices to a variety of applications to prevent unauthorized access.
- Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required.
- Configures automation routines using scripting and other programming languages.
- Completes projects and performs systems software and hardware reviews.
- Recommends to management systems technology solutions and enterprise-related hardware and software standards.
- Maintains agency server infrastructure (Physical and Virtual).
- Maintains data backups.
- Participates in information systems security administration.
- Responds to incident and problem calls, and processes service requests and tasks.
- May monitor the interface of systems, subsystems, and software applications.
- May evaluate and recommend action on testing and certification of system software and hardware upgrades.
- May serve as a lead worker providing direction to others.
- Performs related work as assigned.

Required and Preferred Qualifications

- Graduation from an accredited four-year college or university or Graduation from a two-year Technical College with major coursework in systems administration is required. (Experience in systems administration, in excess of the required two years, may be substituted for college on a year-for-year basis.)
- Two years of systems administration experience is required.
- Experience deploying and supporting Microsoft Server technologies is required.
- Experience administering Active Directory Services is required.

- Experience administering Group Policy is required.
- Experience supporting Domain Name Services is required.
- Experience with data backup software, design, and administration is required.
- Experience with Office365 administration is required.
- Experience with virtual meetings applications (Teams, Zoom, or Webex) is required.
- Willingness to work extra hours is required. (Extra hours include evenings, weekends, and holidays as workload requires.)
- Willingness to travel up to 10% for work-related purposes is required.
- Experience with VMWare virtualization infrastructure administration is preferred.
- Experience with WAN and Ethernet LAN management is preferred.
- Experience supporting DHCP configuration is preferred.
- Experience with Microsoft Azure is preferred.
- Experience with Microsoft Exchange is preferred.
- Experience with network firewall administration is preferred.

Knowledge, Skills, and Abilities

- Knowledge of systems administration; computer hardware and software configuration and troubleshooting; operating systems and applications; computer programming and architecture of scripting languages; and Internet security administration.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; coordinating solutions to problems; developing or revising system configurations; scheduling, testing, installing, and implementing system software; and troubleshooting computer systems.
- Ability to recognize, analyze, and resolve complex technical issues; to use network management, administration, and other system administration tools; to analyze systems and procedures; and to write and revise standards and procedures.
- Ability to interpret and comply with the State Lottery Act, Lottery Rules, Bingo Enabling Act, Bingo Rules and Regulations.
- Ability to effectively communicate orally and in writing.

Physical and Mental Requirements

- Must be able to stand or sit for extended periods of time.
- Ability to occasionally lift, carry, and manipulate equipment up to 25 pounds.

Military Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:
https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

HOW TO APPLY

To apply for a position, you must submit your application, resumé, and TDLR agency required application questions either online through the Texas Workforce Commission's WORKinTEXAS.com website at https://www.workintexas.com ***or*** to TDLR via email at: jobs@tdlr.texas.gov by the closing date stated on the job posting. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted must be received the posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly as possible, as the posting may close or be placed on hold at any time with or without prior notification. Applications will NOT be accepted via mail, fax, or hand delivery. Incomplete applications may not be considered. If you desire an acknowledgment of the receipt of your application, you should apply via WorkInTexas and one should be auto generated by TWC. Only applicants interviewed will be notified of their selection or non-selection. All candidates recommended for IT, Lottery, and Bingo positions will be subject to an extensive criminal background investigation, including fingerprinting.

SELECTIVE SERVICE REGISTRATION

In accordance with legislation effective September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office.

E-VERIFY
This employer participates in E-Verify and will provide the Social Security Administration (SSA) and if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR is not considering applications from individuals who require sponsorship for an employment visa, including those currently on student or post-graduate visas. All candidates must be approved to work in the United States by E-Verify and must present the needed documentation upon request.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.