



TEXAS DEPARTMENT OF LICENSING & REGULATION
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JOB POSTING

Information Technology- 2 Positions

IT Services Specialist

Network Specialist V

\$59,004 - \$80,500.08 annually

\$4,917- \$6,708.34 monthly

Posting No: 0701-22

Opening Date: 07/07/22

Group: B24

Position: 4, 100

Closing Date at 5 PM: UNTIL FILLED

Job Description

The IT Services Specialist is selected by and responsible to the Director of Information Technology Services and performs advanced work overseeing activities associated with the TDLR local area network, wide area network (LAN and WAN), telephony system, mobile device management, server and desktop support. Primary job responsibilities include TDLR project planning, network design and installation, development of network policies, analyses of current hardware and software environment, evaluating potential network enhancements, training other Information Services Division employees, and performing advanced server support working extensively with Data Center Services providers. Work is performed under minimal supervision with considerable latitude for the use of initiative and independent judgment. Some travel will be required. The IT Services Specialist will perform other duties as assigned and required to maintain section operations.

Essential Duties

- Manages network design and installation in accordance with agency plans.
- Oversees or conducts major studies regarding system usage, makes recommendations for improvements, and determines network system requirements.
- Oversees the operational network and telephony environment and takes corrective measures to enhance and ensure efficient performance.
- Reviews network system plans for completeness and accuracy and plans and schedules network studies and system implementations.
- Performs project planning tasks such as project risk assessments, alternative implementation analyses, and project status tracking and reporting.
- Analyzes and defines agency disaster recovery responsibilities and procedures
- Develops goals and objectives for the development and use of an efficient and cost-effective network for agency users.
- Develops policies and procedures designed to ensure the integrity of the agency LAN and WAN environment. Analyzes existing procedures for efficiency and effectiveness.
- Evaluates network or communication technologies for potential acquisition and directs the evaluation of various hardware and software resources to identify strengths, weaknesses, and potential benefits to the agency.
- Determines operational, technical and support requirements for the location, installation, operation and maintenance of data/voice communications and agency network systems.
- Maintains the operating system and security software utilized on the network, providing migration support to new network operating system levels, and when required the addition of new users to the network and establishment of rights and privileges
- Maintains the mobile device management system, including setting up mobile devices, inventory tracking, and maintenance as required.
- Provides input into the preparation of budget recommendations for network facilities, analyzes user support statistics and implements appropriate measures.
- Performs advanced server support for operating system and middleware applications. Will work with contracted State Data Center services providers to implement technology and systems.

- May direct and train network support staff in the installation of network hardware and software, the performance of routine maintenance and the application of vendor updates.
- Respond to help desk requests from local and remote TDLR staff and performs advanced desktop support for hardware and software as required.
- Complies with Division and/or Agency training requirements.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement and support to other members of the staff and team, while upholding the agency's core values.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all TDLR Personnel Policies and performs other duties as assigned.

Minimum Requirements

Four (4) years of experience in installing, maintaining, and troubleshooting local and wide area networks and two (2) years of experience maintaining and troubleshooting Microsoft Windows Server 2012 to current Operating Systems and/or VOIP tele-communication support required. **Experience requirements may run concurrently.** Graduation from an accredited four-year college or university with major course work in computer science, data processing, management information systems or related field is preferred and may count toward two (2) years of the network experience requirement. Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) preferred. Strong preference for additional experience with IIS (Internet Information Services and/or system management tools such as SCCM, Intune or KACE). Must possess a valid class C or above driver's license and proof of auto liability insurance.

Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 25B Information Technology Specialist, CT Cryptologic Technician, 0671 Data Systems Administrator, 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:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Remarks

The successful candidate will have: Knowledge of network facilities and data processing techniques; of personal computer hardware and software; of network operating system and security software; and of performance monitoring and capacity management tools. Knowledge and experience with Cisco firewall and security appliances. Knowledge and experience with Avaya VOIP telephony systems and/ or Microsoft Intune. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to train information technology personnel; to recognize, analyze, and resolve network problems; to interpret and explain technical issues and to maintain long-range plans as scheduled. Ability to communicate effectively, verbally and in writing; to serve as a project or team lead; and, to assign and/or supervise the work of others.

Applications may be downloaded from TDLR's website <https://www.tdlr.texas.gov/employ.htm>. E-mail or fax applications to: TDLR, Human Resources Office, Austin Texas 78711, Fax (512) 475-3377. E-mail Human.Resources@tdlr.texas.gov. **Resumes will not be accepted in lieu of State Applications. Applications not completely filled out may be rejected. Only typed applications will be considered.**

This job is not covered by the Fair Labor Standards Act (FLSA).

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

TDLR 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 provides a total compensation package that enables us to attract, motivate, and retain highly skilled and talented employees, including a merit system, full use of salary ranges, performance awards, retention and recruitment bonuses.

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation during the hiring and selection process for individuals with a disability. If you need assistance completing the application, contact TDLR Human Resources at 512-463-7184. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview