



TEXAS DEPARTMENT OF LICENSING & REGULATION  
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**JOB POSTING- 2 Positions**  
**Information Technology/ System Administrator**  
**System Administrator III**  
**\$53,412- \$65,500.08 annually**  
**\$4,451- \$5,458.34 monthly**

**Posting No: 0905-23**

**Opening Date: 09/14/22**

**Group: B20**

Position: 25, 393

**Closing Date at 5 PM: UNTIL FILLED**

**Job Description**

The Systems Administrator is selected by and responsible to the Director of Information Technology Services and performs complex systems administration work. Work involves maintaining the upkeep, configuration and reliable operations of TDLR systems as well as performing advanced desktop support. Primary job responsibilities include distribution and installation of software, supporting Windows systems and applications, maintenance and installation, analyses of current hardware and software environment, evaluating system enhancements, training other employees. Work is performed under general supervision of the Director of Information Technology Services with moderate latitude for the use of initiative and independent judgment. Some travel may be required. The Systems Administrator will perform other duties as assigned and required to maintain section operations.

**Essential Duties**

- Provides administration and support of Microsoft Windows domain environment including Active Directory, Azure Active Directory, DHCP and DNS.
- Provides support of Microsoft Cloud based solutions and systems, including Microsoft 365 suite, SharePoint, OneDrive and Intune.
- Provides creation and deployment of Windows System Images for laptop and desktop systems, as well as software and driver distribution.
- Installs, configures, maintains, and administers operating system software, applications and hardware.
- Respond to help desk requests from local and remote TDLR staff and performs desktop support for hardware and software.
- Provides technical advice, assistance, and status reports to management.
- Provides guidance in troubleshooting and problem-solving related to system software and hardware.
- Researches, develops, and documents operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
- May manage federation, authentication, and access control systems.
- May analyze and assist in defining agency disaster recovery responsibilities and procedures
- May evaluate and recommend action on testing and certification of system software and hardware upgrades.
- May assist in information systems security administration.
- May assist in or perform basic network maintenance functions.
- May provide automation support and may configure automation routines using scripting languages such as PowerShell and/or Group Policies.
- May train support staff in the installation or use of existing or new systems utilized by the agency.
- May provide support of desk phones and mobile devices including iPad and iPhones.
- 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 total experience operating in a highly technical environment, three (3) years of which must be in installing, maintaining, and troubleshooting Server and Desktop Operating Systems in a Windows Domain environment. 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 generally preferred and may substitute for two (2) years of the experience requirement.

Experience with IT customer support and or a help desk role preferred. Experience with the following preferred: Microsoft M365 cloud products, Quest Kace appliances, RemedyForce Help Desk, Microsoft PowerShell, basic TCP/IP troubleshooting skills. Microsoft Certified Professional, Cisco Certified Network Associate, and/or Palo Alto Network Certification preferred.

Must possess a valid class C driver's license, proof of auto liability insurance and an acceptable driving record from the Department of Public Safety.

*Veterans, Reservists or Guardsmen with an MOS or additional duties that fall in the fields of 127D-Paralegal Specialist, YN- Yeoman, 4421- Legal Services Specialist, 4422- Legal Services 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)

### **Remarks**

**The successful candidate will have:** Knowledge of Microsoft Operating systems and system administration specifically Windows Server, Active Directory or Azure, and Windows Client OS; and, of computer hardware and software configuration and troubleshooting, software distribution and group policy management. Skill in using logic and reasoning to identify the strength and weaknesses of alternative solutions, conclusions, or approaches to problems; in solving problems; in scheduling, testing, installing and in implementing system software. Skill in communicating technical materiel to others as well as providing effective customer service. Ability to train information technology personnel; to recognize, analyze, and resolve complex technical issues; to handle multiple projects; to interpret and explain technical issues and to maintain long-range plans as scheduled. Ability to work independently with minimal supervision; to maintain effective working relationships within and outside the agency; and, to write and revise standards and procedures.

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, P.O. Box 12157, Austin Texas 78711, Fax (512) 475-3377. E-mail [Human.Resources@tdlr.texas.gov](mailto: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 covered by the Fair Labor Standards Act (FLSA). FLSA-eligible employees who work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.*

**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*