

## **IT Customer Support Specialist (IT Support Specialist II)**

To apply for any posted position with the Texas Commission on Law Enforcement, please register or log in at <https://capps.taleo.net/careersection/407/jobsearch.ftl>

*Resumes are not accepted in lieu of State of Texas application*

### **Description**

#### **Our Mission**

The mission of the Texas Commission on Law Enforcement, as a regulatory State agency, is to establish and enforce standards to ensure that the people of Texas are served by highly trained and ethical law enforcement, corrections, and telecommunications personnel.

#### **Our IT Division**

TCOLE's Information Technology Division is at the forefront of developing and managing innovative software solutions that empower law enforcement agencies across Texas. We create tools for peace officer, jailer, and telecommunicator training, compliance tracking, and regulatory management. Our division produces tools and resources that make it effortless for law enforcement agencies and professionals to remain compliant with TCOLE licensing requirements and standards so their primary focus can be on protecting Texas citizens. We empower our agency through continuous modernization and strategic investment in a highly skilled workforce that drives innovative solutions and exceptional service delivery.

#### **Who We're Looking For**

The Texas Commission on Law Enforcement (TCOLE) is seeking an Information Technology Support Specialist II to join the Information Technology Division located at 6330 E HWY 290, Suite 200, Austin, TX.

The IT Support Specialist II performs moderately complex technical support work on computer systems and office equipment in a help desk setting. They provide first-line technical assistance and support for operational issues of agency information technology systems and equipment, with a focus on supporting external stakeholders including law enforcement agencies, training academies, training providers, and individual licensees experiencing issues with TCOLE IT systems such as TCLEDDS and MyTCOLE. They work under general supervision with moderate latitude for the use of initiative and independent judgment.

Salary is dependent on qualifications and experience. The salary range is \$ 40,918 - \$50,257. The salary group is B16 and the job class for this position is 0229.

### **Examples of Work Performed**

Reviews and prioritizes incoming operational issues and requests for technical assistance in systems such as TCLEDDS and MyTCOLE systems; identifies and logs the type of problem or request; and monitors status to ensure timely resolution.

Provides first-line help desk support to external stakeholders including law enforcement agencies, training academies, training providers, and individual licensees experiencing difficulties with TCOLE IT systems.

Troubleshoots user access issues, login problems, system functionality concerns, and data entry difficulties within TCOLE IT platforms through phone, email, and other avenues of assistance.

Guides external users through system navigation, data entry procedures, reporting functions, and account management processes.

Assists law enforcement agencies and training providers with understanding system requirements, user permissions, and proper workflow procedures within TCOLE's regulatory systems.

Documents and tracks user-reported system issues, errors, and enhancement requests; coordinates with internal development teams and system administrators for resolution.

Maintains records of help desk interactions, user issues, remedial actions taken, and system performance concerns.

Collaborates with internal TCOLE staff, system administrators, database specialists, and IT support contacts to resolve complex user issues and system problems.

Provides technical guidance to external stakeholders on system updates, new features, policy changes, and best practices for using TCLEDDS and MyTCOLE effectively.

Researches and resolves user account issues, permission problems, and system access difficulties in coordination with system administrators and database management staff.

Conducts research on system enhancements and user feedback to support system improvement initiatives and user experience optimization.

Assists in developing user documentation, training materials, and procedural guides for external stakeholders.

Provides knowledge transfer and training support to law enforcement personnel, training coordinators, and agency administrators on system functionality and best practices.

Escalates complex technical issues, system bugs, and enhancement requests to appropriate technical teams while maintaining communication with affected users.

Monitors system performance from a user perspective and provides feedback to technical teams regarding user experience issues and system functionality concerns.

Other duties as assigned.

## **Qualifications**

### **Required Education and Experience:**

- Graduation from high school or equivalent
- Two (2) years experience in a computer helpdesk support role or in a customer service role providing technical assistance, troubleshooting, or support for online systems.

### **Required Skills, Knowledge, and Abilities:**

- Ability to maintain the highest standards of security and safeguard critical infrastructure. This includes adhering to strict background checks, reporting any suspicious activities, and participating in security training and drills as required.
- Knowledge of help desk operations, information systems, database applications, and customer service practices in a regulatory environment
- Knowledge of user account management, web-based application support, and help desk ticketing systems
- Understanding of law enforcement regulatory processes and training requirements as they relate to system functionality
- Skill in troubleshooting user access issues, system navigation problems, and application functionality concerns while providing clear technical guidance to users with varying expertise levels
- Skill in documenting technical issues, managing multiple user requests simultaneously, and prioritizing based on urgency to meet service level expectations
- Skill in using help desk software, database applications, and web-based systems for user support and issue tracking

- Ability to communicate effectively with law enforcement personnel, training providers, and external stakeholders while demonstrating patience, professionalism, and customer service excellence
- Ability to operate information technology systems, provide remote user assistance, and learn TCOLE regulatory requirements as they relate to system functionality
- Ability to work cooperatively with internal technical teams and external user communities to resolve issues and improve user experience

#### **Preferred Education and Experience:**

- Completed college courses in computer science or related field
- Experience in customer service or help desk environments with demonstrated ability to manage difficult situations, de-escalate frustrated users, and maintain professionalism under pressure
- Experience working with law enforcement agencies, regulatory bodies, or criminal justice organizations

#### **Preferred Skills, Knowledge, and Abilities:**

- Experience with law enforcement data systems, regulatory database applications, or government web-based platforms

#### **Physical Requirements**

- Ability to sit at a desk and work on a computer for extended periods throughout the day
- Ability to speak, hear, and exercise visual acuity
- Adequate hand-eye coordination for typing, computer use, and document review
- Basic mobility for occasional walking within the office and travel to field locations

#### **Working Conditions**

- Normal office environment with standard administrative working conditions
- Regular interaction via phone, email, and remote assistance with external stakeholders including law enforcement agencies, training providers, peace officers, and training coordinators
- May require occasional travel to provide training or on-site user assistance (up to 5% travel)

- May require non-standard business hours to provide user support during system maintenance windows or for urgent user assistance needs

### **Why work at TCOLE?**

Working for the Texas Commission on Law Enforcement (TCOLE) empowers you to make an impact on public safety while engaging in continuous learning within a supportive environment. You'll play a crucial role in upholding high law enforcement standards, collaborating with local agencies, and enhancing the well-being of Texans. As a Texas State employee, you will have access to our comprehensive benefit programs including:

- Comprehensive health, dental, and vision insurance plans with several types of coverage to state employees and their eligible family members
- 12 - 16 days of annual paid holidays
- At least eight hours of paid vacation and up to eight hours of paid sick leave each month for full-time employees
- Retirement options with the State of Texas Retirement that provide flexibility and security
- Health and Wellness programs including wellness leave, fitness and weight management programs, and personalized wellness tools
- TCOLE is a qualifying organization for the Public Service Loan Forgiveness Program
- The Discount Purchase Program provides access to an online marketplace offering discount on a wide range of products and services

**All positions with TCOLE are security sensitive. Applicants are subject to an in-depth background investigation including criminal history, employment history and references, military, education, and personal references. Employment is contingent upon the verification of credentials and/or other information required.**

**Equal Opportunity Employer** -- TCOLE is an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

**ADA** - In compliance with the Americans with Disabilities Act (ADA), TCOLE will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the online application,

contact the Human Resources Department at 512-936-0831. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

**Military Occupational Specialty Codes** - Military Specialty Codes that correspond to this job posting include MOS codes: 42A, 35N, 3D0X2, CTN, 25B, IT, 3D1X2, 35N, 0651. More information can be found at:

[https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC\\_AccountingAuditingandFinance.pdf](https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AccountingAuditingandFinance.pdf)

**Veterans Preference** -- Veterans, surviving spouses, and orphans of veterans may qualify for preference under Texas Government Code Chapter 657. Applicants who wish to claim Veterans preference must provide official documentation at the time of application to verify eligibility.

**Benefits** -- For new hires and rehires, health insurance is available the 1st of the following month after a 60-day waiting period. More information about benefits is available at <https://ers.texas.gov/benefits-at-a-glance>.