

TEXAS COMMISSION ON LAW ENFORCEMENT

POSITION TITLE: System Administrator V

SALARY: \$80,000 - \$94,000

DURATION: Full-Time

CLOSING DATE: Until Filled

NUMBER OF OPENINGS: 1

WHAT WE DO

The mission of Texas Commission on Law Enforcement (TCOLE) is to ensure that Texas is served by law enforcement professionals. We are the regulatory body that oversees the licensing and certification of peace officers, jailers, and telecommunicators across the state. The Cybersecurity and Network Operations team will work closely with the IT Operations team and Application Development Team to produce and support modern user-centered services that accelerate and reinforce TCOLE's mission.

GENERAL DESCRIPTION

Performs systems administration work involving maintaining the configuration and operation, and reliability of systems and installing and upgrading computer components and system software.

EXAMPLES OF WORK PERFORMED

- Performs troubleshooting support of systems hardware, software, and networking issues.
- Responds to incident and problem calls, and processes service requests and tasks.
- Installs, configures, maintains, and administers servers, operating systems, cloud environments and applications.
- Supports operational, technical, and system requirements for the location, installation, operation, and maintenance of servers.
- Prepares and maintains operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
- Performs related work as assigned.

DESCRIPTION

Performs advanced (senior-level) systems administration work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employee may:

- Oversee and provide guidance in troubleshooting and solving complex problems related to system software and hardware incident and problem calls, and in the processing of service requests and tasks.
- Coordinate studies and the preparation of reports that include study findings, recommendations, and instructions for proposed system implementations; formulate logical descriptions of problems; and devise and implement optimum solutions.
- Coordinate and maintain the functionality of the systems environment, the implementation of technology solutions, the development of server upgrade plans and procedures, and the installation of operating systems.
- Develop, analyze, and maintain system design procedures, system codes, test procedures, and quality standards.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Seven years of relevant work experience. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of systems administration; cloud environment administration, computer hardware and software configuration and troubleshooting; operating systems and applications; computer programming and architecture of scripting languages; and basic Internet security administration.
- Knowledge of change management best practices.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to recognize, analyze, and resolve complex technical issues; to analyze systems and procedures; to use network management, administration, and other system administration tools; and to communicate effectively.
- Ability to write and revise standards and procedures, and to oversee and/or supervise the work of others.
- Skill with hybrid Microsoft AD/Azure environments.
- Skill with MS Intune and Defender for Endpoints.
- Knowledge of network and IP fundamentals.

PREFERRED REGISTRATION, CERTIFICATION, OR LICENSURE

- Windows Server Hybrid Administrator Associate
- Information Protection and Compliance Administrator Associate

MILITARY OCCUPATIONAL SPECIALTY CODES can be found

at: <http://www.hr.sao.texas.gov/CompensationSystem/JobDescriptions>

VETERAN'S PREFERENCE: If you choose to claim veteran's employment preference including surviving spouse or orphan of a veteran as outlined by the State of Texas, you must attach a DD214 at the time your application is submitted.

FOR NEW HIRES/REHIRES: Health insurance is available the 1st of the following month after a 60-day waiting period.

TO APPLY: Application may be completed at: [Job Search \(taleo.net\)](#)

APPLICATIONS SUBMITTED THROUGH WORK IN TEXAS: Work In Texas (WIT) applicants must complete the supplemental questions to be considered for the posting. In order to complete the supplemental questions, please go to CAPPS Recruit to register or login and access your profile. Go to CAPPS Recruit to sign in (Link: <https://capps.taleo.net/careersection/407/jobsearch.ftl?lang=en>).

PLEASE NOTE: All applications must contain complete job histories, which include job title, dates of employment, name of employer, supervisor's name and phone number, and a description of duties performed. If this information is not submitted, your application may be rejected because it is incomplete. Resumes do not take the place of this required information. Candidates may be asked to participate in a skills demonstration and/or presentation. Salary is contingent upon qualifications and is subject to salary administration and budgetary restrictions.

- Complete copies of undergraduate and law school transcripts must be furnished to the divisional hiring representative at the time of the interview.

- If you are scheduled for an interview and require any reasonable accommodation in our 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. Only applicants scheduled for interviews will be contacted.
- *As an equal opportunity employer, we hire without consideration to race, religion, color, national origin, sex, disability, age, or veteran status, unless an applicant is entitled to the veteran's preference.*

This position requires the applicant to meet Agency standards and criteria which may include passing a pre-employment background check, prior to being offered employment by the Agency.