



OFFICE OF COURT ADMINISTRATION

Carl Reynolds
Administrative Director

JOB VACANCY NOTICE

Posting Date: December 21, 2009

Closing Date: until filled

Job Listing Identification Number: OCA-212-10-09

State Classification Number and Step: 0230/B17

State Job Title: Systems Support Specialist III

FLSA Status: Exempt Non-Exempt

Agency Job Title: Software Support Specialist III

Location: Austin, Texas

Monthly Salary Range: \$2,971.00 - \$3,060.00

Type of Job: Full Time Part Time

Remarks:

Travel Required: Yes 10% No

Job Description: Serve on the Office of Court Administration (OCA) Service Desk providing via telephone and on-site, technical support to the OCA staff, the Texas Judiciary, and judicial entities. Respond to customer requests for support assistance in operational problems with applications and desktop software, such as OCA Appellate Windows Case Management; the current versions of Microsoft Office, Internet Explorer, and other business related software, such as Acrobat. Troubleshoot problems with hardware, printers, smart phones, operating systems and network connectivity. Design, evaluate and conduct training classes for OCA staff and judicial entities in desktop and OCA-supported applications, such as Case Management, Judicial Data Management, and Specialty Court. Travel in-state to conduct training. Analyze and provide technical knowledge for applications/hardware selections for Texas trial courts and other external entities in a customer service environment. Provide application testing and result documentation for OCA supported applications. Perform other duties as assigned.

Essential Job Functions:

- Respond and provide customer support via telephone and on-site, for assistance in operational needs with OCA-supported applications and software, hardware, and other business related devices, while providing courteous, professional, and knowledgeable assistance to all customers.
- Provide experienced and knowledgeable support for:
 - Microsoft Windows XP, Windows Vista, and Windows 7
 - The current version of the Microsoft Office Suite
 - Internet Explorer and common plug-ins (Flash, Shockwave, Acrobat, QuickTime, Java, etc.)
 - Westlaw – Premise
 - ISYS search software
 - DTSearch software
- Design, evaluate and conduct training classes for OCA staff and judicial entities in desktop and OCA-supported applications, such as Microsoft Office, Case Management (CM/TAMES), Judicial Data Management/CARD, and Specialty Court CM. Conduct in-state travel to conduct training.
- Provide technical knowledge, analysis, and information to the Texas trial courts and other judicial entities to assist them in their selection of appropriate technology to meet their needs.
- Research information regarding available technologies, hardware, software, applications, services, and technology practices, as directed
- Provide application testing and results documentation for OCA supported applications.
- Other duties as assigned.

Minimum Qualifications:

- Graduation from a standard senior high school or GED, supplemented by courses in computer science. Relevant experience may substitute for coursework.
- 2 years experience providing system support via telephone.
- Experience providing desktop application support and troubleshooting computer or network related problems.
- Knowledge of Microsoft Office applications, WordPerfect, operating systems (Windows XP and higher), and Internet Explorer.

Preferred Qualifications:

- Relevant experience presenting technical information to a variety of audiences.
- Relevant experience writing/interpreting technical documents for a non-technical audience.
- Familiarity with Texas state government and the court structure of the judicial branch of government.

Employment Conditions:

- Operate a motor vehicle
- Moderate lifting, 13-44 pounds
- Prolonged standing and/or sitting
- Operate office equipment

Send completed State Job Application Form to Human Resources, Office of Court Administration, 205 W. 14th Street, Suite 600, Tom C. Clark Building, Austin, Texas 78701 or fax to 512/936-7563. State applications are available on the Internet at WorkinTexas.com. Resumes may accompany applications but will not be accepted in lieu of a completed application. Following a screening of applications, interviews of qualified applicants who have sent in a **completed state application** will be scheduled.

An applicant's response to the question regarding **Former Foster Youth** on the state application is **optional** if you are applying for employment with the Office of Court Administration.

The Office of Court Administration is an Equal Opportunity Employer and does not discriminate on the basis of race, national origin, sex, religion, age or disability in employment or the provision of services.

In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated by the applicant to Kate Oehlers, the Office of Court Administration's Human Resources Officer, at 512/936-1611.