



Texas Facilities Commission Employment Opportunities

JOB Vacancy Notice: FY 25-04		
Business Title: Systems Administrator		State Classification: Systems Administrator IV
Salary Group: B23	Salary: \$6,250.00 (Month) \$75,000.00 (Year)	Hours/Week: 8:00am-5:00pm, Mon.-Fri.
Location: Central Services Building, 1711 San Jacinto Blvd. Austin, Texas 78701		
Posting Date: 09/12/2024	FLSA Status: Exempt	Hours: 40
Closing Date: Open until filled	Shift Differential: N/A	Openings: 1
Division: Chief Operations		Program: Information Technology

Note: To apply for a state agency job with TFC, you must complete the electronic State of Texas Uniform Application for Employment through www.WorkInTexas.com.

JOB SUMMARY:

Provide advanced desktop support to Texas Facilities Commission employees. Work involves upkeep, configuration, and reliable operation of workstations. Perform Windows server and computer systems administration locally and remotely. Active Directory administration. Virtual system management on VMware environments. Installation, configuration, and routine maintenance of Windows servers/workstations and iOS devices. Mentor and support junior techs. Work under general supervision, with moderate latitude for the use of initiative and independent judgment. The IS team is growing and on an upward trajectory. Join our team as we build the future at TFC.

ESSENTIAL FUNCTIONS:

- Performs mid to senior-level systems administration tasks within IS.
- Serves as Tier 2 technical support; covers Tier 1 technical support duties when needed.
- Installs, configures, maintains, and administers computers, laptops, mobile devices, servers, operating systems, and applications.
- Analyzes, troubleshoots, and resolves systems hardware, software, and networking issues; and provides status reports to management.
- Researches, prepares, and maintains operating procedures for technical support, troubleshooting, and maintenance.
- Studies existing information processing systems to evaluate effectiveness and recommends new systems to improve production or workflow as required.
- Manages objects in Active Directory, M365, Azure, Beyond Trust Remote Support and the KACE SMA.
- Create SOPs(Standard operating procedures) for the Operations area.
- Manages the VMware vSphere environment to include patching, monitoring, and repairing hosts.
- Oversees, performs, and provides 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.
- Independently initiate, develop, and lead the implementation of best practices, standard operating procedures, and processes for IT service management. Define, implement, measure, and review metrics for IT services that result in continuous efficiency, quality, and systems management improvements.
- Defines and manages the roles and access privileges of individual users and devices to a variety of applications to prevent unauthorized access.
- Monitors and responds to alerts and issues by replacing hardware and working with vendor support to resolve issues.
- Deploys devices that support the entire agency which includes desktop, laptops, IOS devices Cell phones and iPad.
- Develops and maintains images for desktops, laptops, servers, VM environments and VM templates, IOS devices etc.
- Establish backups for production systems to ensure reliability and availability.
- Create requisitions for goods and services required for the Information Systems program.
- Maintain hardware and software inventories.



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- Assist with inventory control of IT assets, equipment, peripherals, etc.
- Assist in information systems security administration.
- Perform related work as assigned.
- Support Microsoft Windows 10 and 11, MS Office 2016, and Microsoft 365.
- Work with Windows Server 2016, 2019, and MS Active Directory.
- Work with desktop deployment and software management tools (e.g. KACE), and remote desktop support tools (e.g. Bomgar).

MINIMUM QUALIFICATIONS:

- Graduation from an accredited four-year college or university with major coursework in computer science, MIS, or a related field is generally preferred.
- Six years of experience in Windows server and PC system administration work.
- Education and experience may be substituted for one another on a year-for-year basis.
- Valid State of Texas driver's license.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of Microsoft operating systems and Active Directory services.
- Knowledge of Microsoft Windows 10, and 11, Azure, Intune and Microsoft 365.
- Working knowledge of MAC OS, IOS software.
- Knowledge and skill in improving work processes through automation and/or scripting.
- Advanced experience designing, implementing and managing VMware technologies, including vSphere/ESX, VMware View, vCenter, and Site Recovery Manager.
- Advanced experience troubleshooting ESX issues related to storage, network, and performance issues.
- Advanced experience with shell scripting: Windows PowerShell integrated scripting environment or similar.
- Microsoft Windows Server 2012 R2, 2016, 2019, and 2022.
- Knowledge of server and workstation systems administration in a virtual and physical environment. Knowledge of hardware and software configuration, troubleshooting of operating systems and applications.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; in solving problems; in scheduling, testing, installing, and implementing system software; and in troubleshooting computer systems.
- Ability to recognize, analyze, and resolve complex technical issues; to analyze systems and procedures; to write and revise standards and procedures; to handle multiple projects, to use administration, and other system administration tools, to communicate effectively; and to train others.
- Stay current in technology trends and skills to continue to be a value-add to department.
- Ability to be self-motivated and complete work in a timely manner.
- Ability to stay focused on priorities and ensuring timely work delivery.
- Ability to manage work time appropriately with limited personal distractions.

PHYSICAL REQUIREMENTS AND/OR WORKING CONDITIONS:

- Position requires to be on-call on a rotating basis for emergencies
- Works at multiple locations, mostly in office environment but sometimes in construction sites
- Lifting of IT equipment and repetitive movements

Veterans: Use your military skills to qualify for this position and others at TFC. Go to www.texasskillstowork.com to translate your military experience, training, and formal education into civilian job terms, qualifications, and skill sets.

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Central Services Building,
1711 San Jacinto, Austin, Texas 78711
Office 512-463-3433**



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Veterans, Reservist or Guardsmen with an MOS or additional duties that fall in the fields of 25B Information Technology Specialist, 255N Network Management Technician (Warrant), CTM Cryptologic Technician (Maintenance), 182X RL-Special Duty Officer-Information Professional Officer, CYB11 Cyber IT, 0679 Data Systems Chief, 0670 Data Systems Engineering Officer (Warrant), 1D7X1 Cyber Defense Operations, 17DX Warfighter Communications 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. Please call Human Resources at (512) 463-1717 with questions or for additional information.

Additional Military Crosswalk information can be accessed at
http://www.hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

Incomplete applications will not be considered.

Conditions of Employment:

Initial screening is based on the Education and Experience minimum qualifications defined in the job posting. Interviewee selection is based on applicant information explaining how they meet each Competency (Knowledge, Skills and Abilities) requirement. Follow application instructions and fill out application form completely for further consideration.

If selected for interview, all veterans must provide a DD214 long form. Official transcripts or other minimum requirement validations will be requested at the time of interview.

As part of its employment process, TFC may procure or have prepared a criminal background check. An applicant with an unsatisfactory criminal background check report is ineligible to be hired for the position for which the report is initiated.

Driver's record check will be conducted by the agency. Satisfactory driving records are required for driving state or personal vehicles and motor driven equipment to conduct agency business. CDL "Drivers" must consent to TFC's Drug and Alcohol Testing Policy against the illegal use of alcohol and drugs.

If hired, employee must provide document(s) within three (3) days of hire date that establish identity and employment eligibility. A complete list of acceptable documents is on file with the local Texas Workforce Commission office. We are unable to sponsor or take over sponsorship of an employment Visa.

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Note: Any male between the ages of 18 and 25 must show proof of registration with the Selective Service System before he can be selected for employment with the Texas Facilities Commission.

WIT Job Number: 16755650

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