



OFFICE OF COURT ADMINISTRATION

David Slayton
Administrative Director

JOB VACANCY NOTICE

Posting Date: 7/11/2017

Closing Date: Open Until Filled

Job Listing Identification Number: 00000559

State Class. Number and Step: 0291-B24

State Job Title: Network Specialist V

FLSA Status: Exempt Non-Exempt

Agency Job Title: Network Specialist

Location: Austin, TX

Monthly Salary: \$4,917.00 - \$6,488.50

Type of Job: Full time Part-time

Remarks: Salary commensurate with experience.

Travel Required: Yes Percent Required: 5 %

Job Description: Performs advanced and senior-level work for data/voice networks. Work involves planning, designing, and integrating system components for data/voice networks, and installing, maintaining, or overseeing the installation and maintenance of networks and computer hardware attached to these networks. May coordinate the work of others. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major coursework in computer science, management information systems, electronic engineering, or a related field; may substitute four years of relevant work experience for required education on a year for year basis.
- Five additional years of full time experience in networking strategy, administration and support.
- Experience administering Cisco networking equipment (ASAs, Routers, Switches).
- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.
- Ability to identify problems, evaluate alternatives, propose solutions, and implement effective solutions.

Preferred Qualifications:

- Experience working in a judicial environment, working with judges and court staff.
- Experience in coordinating/using vendor provided support.
- Experience in keeping IT network environment up with latest IT industry standards and innovation.
- Experience in planning, analyzing, and implementing network systems; in providing technical assistance in network systems; in reviewing network system plans for completeness and accuracy; and in planning, assigning, and/or supervising the work of others.

Essential Job Functions:

- Provides excellent customer service at all times, recognizing the importance of our end-users needs to get their jobs done. This includes appropriate escalation to management, proactive communication to management and end users as appropriate, and usage of the ticketing system.
- Suggests innovations and improvements to OCA IS management that operate the OCA network environment in a simple, efficient and clear manner.
- Recognizes the appropriate times to escalate issues to management and when to call vendor product support and following through to a complete resolution.
- Plans, implements and maintains the OCA supported networks. This includes (but is not limited to):
 - Maintaining OCA's internal network including ACLs, VLAN definitions
 - Maintaining OCA's Wide Area Network, including troubleshooting, resolving and escalating issues with vendors that provide WAN services
 - Maintaining local Internet connections at the Courts of Appeals, including troubleshooting, resolving and escalating issues with vendors that provide local Internet services
 - Assists with troubleshooting and resolution of application connectivity issues with the Application Development Group
- Oversees the plan, scheduling, and implementation of data/voice networks.
 - Maintains network equipment replacement and modification documentation for all judicial entities.
 - Develops, directs and participates in project plans for replacement or modification of network equipment.
- Oversees the installation, organization and maintenance of operating controls and procedures for data/voice networks:
 - Monitors operation of network equipment with appropriate tools.
 - Maintains network documentation including configuration spreadsheets and network diagrams.
 - Uses OCA's established change management process to plan and complete maintenance of the network on a schedule that causes the least impact.
 - Ensures appropriate network load balancing, error tracing. Collaborates with the Information Security Officer to ensure intrusion detection and perimeter protection are appropriate.
 - Plans and executes timely installation of network patches, fixes, and upgrades.
- Oversees problem resolution for OCA supported data/voice networks:
 - Researches problems, calls vendors for solutions, and requests assistance to close issues when appropriate.
 - Acts as liaison between court staff and vendors in matters concerning warranty and vendor support.
- Oversees the documentation of the network environment including configurations, administration and maintenance procedures:
 - Designs and documents network infrastructure.
 - Reviews, updates and prepares specifications, inventory data, and connection diagrams for equipment and licenses of networking equipment.
- Oversees regular periodic network analysis and testing; makes recommendations to enhance the security and throughput of the network.
- Performs related work as assigned and complies with all OCA policies.

Employment Conditions:

- Background check required
- Operate motor vehicle
- Sit for long periods of time
- Operate office equipment and computer systems
- May require lifting up to 40 lbs.

Note:

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of experience to determine if minimum qualifications are met.

25B, 25N, 255A, 255N, 255Z, 53A, IT, 742X, 275, 030, C4I11, ISM, 0659, 0681, 0699, 5974, 6694, 3D0X2, 17DX.

To Apply:

Submit a complete application through CAPPs Recruit at this link

<https://capps.taleo.net/careersection/ex/jobdetail.ftl?job=00000559&tz=GMT-05%3A00>

Applications must be complete, including start and end dates of work experiences. Resumes may accompany applications in CAPPs but will not be accepted in lieu of completed applications. Following a screening of applications, interviews of qualified applicants who have submitted 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, color, religion, sex, national origin, age or disability in employment or in 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 to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.