

**TEXAS MEDICAL BOARD  
STATE JOB VACANCY NOTICE  
Internal and External**

**Job Posting :** 19-503-47  
**Monthly Salary:** \$3,440.34

**Opening Date:** August 5, 2019  
**Closing Date:** Open until Filled

**No. Of Openings:** 1  
**Type of Employment:** Full-Time

**WIT #** 5459591  
**Job Title:** System Support Specialist  
**Classification** System Support Specialist II  
**Class Number:** 0229  
**Salary Group:** B15  
**FLSA Status:** Non-Exempt  
**Location:** Austin, Texas

**Agency:** Texas Medical Board  
333 Guadalupe, Tower 3, Suite 610  
Austin, TX 78768-2018  
[www.tmb.state.tx.us](http://www.tmb.state.tx.us)

**How to Apply:** All applications for employment with the Texas Medical Board must be submitted electronically by 5:00 p.m. central time on the job closing date through [www.WorkInTexas.com](http://www.WorkInTexas.com). The first two business days only Veterans can apply. After the two business days, it is open for all to apply. **PLEASE NOTE: Work In Texas will be unavailable beginning Friday, August 9<sup>th</sup> at 6:00 p.m. to Monday, August 19<sup>th</sup>. During this timeframe, please e-mail your completed state application to [hr@tmb.state.tx.us](mailto:hr@tmb.state.tx.us) or fax in your completed state application to 512.305.7124.**

A public criminal history check will be conducted on the primary candidate recommended for the position. Applicant will be required to furnish birth date and possibly SSN for this purpose. **Applicable Military Occupational Specialty (MOS) codes are included, but not limited to the following: 25B, 25, IT, 275, 26, 51, 275, 26, 3D1X1 Additional Military Crosswalk information can be accessed at: [http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC\\_InformationTechnology.pdf](http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf)**

#### **Agency Information**

We have over 200 employees across the state of Texas. We are a collaborative and team environment work culture that values an environment of trust and accountability as we work towards our Board's mission to protect and enhance the public's health, safety, and welfare by establishing and maintaining standards of excellence used in regulating the practice of medicine and ensuring quality health care for the citizens of Texas through licensure, discipline, and education.

We value employee work-life balance and provide our team incentives that include telework, flexed and compressed work schedules, wellness leave incentive, health and retirement programs, 401K, vacation and sick leave paid, holiday pay, and other various benefits.

#### **General Description**

Perform technical work associated with supporting agency users and administering agency hardware and/or software systems. Work involves assisting agency staff, troubleshooting problems, training, system monitoring, and hardware and software maintenance. Work under moderate supervision, with some latitude for using initiative and independent judgment. Report to the Information Technology Manager

#### **Principal Duties and Responsibilities**

1. (75%) Provide helpdesk support and resolve problems to the end user's satisfaction. Duties may include
  - a. Monitor and respond quickly and effectively to requests received through the IT helpdesk
  - b. Monitor Help Desk tickets assigned to the queue and process first-in first-out based on priority
  - c. Perform timely workstation hardware and software upgrades as required
  - d. Utilize and maintain the Help Desk tracking software
  - e. Assist with onboarding of new users
  - f. Assist with equipment setup and deployment for new employees using standard hardware, images and software
  - g. Assign users and computers to proper groups in Active Directory
  - h. Install, test and configure new workstations, peripheral equipment and software
  - i. Document internal procedures
  - j. Assist in maintaining the inventory of all equipment, software and software licenses
2. (20%) Assist with IT service delivery
  - a. Monitor IT service delivery; resolving, reporting and/or escalating problems as necessary.
  - b. Respond to customer issues by performing analysis and problem isolation functions to troubleshoot and resolve customer service issues
  - c. Identify technology problems and coordinate with other technical staff to effect solutions as necessary.
  - d. Participate in technology implementations and upgrades.
  - e. Train users on the operation and use of technology.
  - f. Perform media conversion duties as necessary
3. (5%) Perform related work as assigned.

#### **Knowledge, Skills, and Abilities**

- Knowledge of the practices, principles, and techniques of information systems including computer software and hardware.

- Demonstrated skill using personal computers, applicable programs and systems, and the ability to operate information technology systems.
- Demonstrated experience providing customer support.
- Demonstrated ability to troubleshoot and repair equipment.
- Ability to make technical information understandable by non-technical staff.
- Ability to handle multiple tasks.
- The position requires good oral and written communications skills including communicating with vendors and customers.
- Ability to lift up to 50 pounds

#### **Experience and Education**

- Graduation from a standard senior high school or equivalent, supplemented by courses in computer science, is required
- A minimum of one (1) year experience working on a Help Desk (or equivalent environment) providing support to end users is required.
- Experience providing phone support to remote end users
- Experience with the following Microsoft technologies is required; Windows 8, and Microsoft Office 365
- Experience supporting custom applications is required.
- Experience providing support to remote staff using desktop support tools.

#### **Preferred:**

- Graduation from an accredited two-year college or university with major course work in computer science, computer information systems, or management information systems.
- A minimum of two (2) years IT Help Desk experience providing support to end users.
- Experience with Microsoft Intune and SharePoint.
- Experience performing maintenance on printers and scanners, such as roller replacement

#### **Physical Requirements And/Or Working Conditions**

The principal job are performed in a standard office environment and require :

- Regular and punctual attendance
- Frequent use of personal computer, copiers, printers, and telephones
- Frequent sitting
- Frequently working under deadlines, as a team member, and in direct contact with others
- Compliance with all agency policies and procedures, including but not limited to applicable confidentiality, security and safety rules, regulations and standards
- If hired, must provide document(s) within three days of hire date that establishes identity and employment eligibility

#### **New Hires/Rehires**

60-day waiting period for health coverage

#### **Remarks**

**Resumes will not be accepted without completed signed State of Texas applications.**

If you are selected, you will be called for an interview. You may be asked to complete a practical test to demonstrate you have the required experience at the time of your interview. **Only applicants who are interviewed will receive written notification of application results.**

#### **EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

The Texas Medical Board does not discriminate on the basis of race, color, national origin, sex, age, religion, disability or veteran status. Employment opportunities shall not be denied a qualified individual with a disability that requires a reasonable accommodation. The applicant should communicate requests for reasonable accommodations by calling (512) 305-7146.

Selective Service Requirement: If selected for employment, male applicants age 18 through 25 must present proof of registration or exemption with the federal Selective Service System.