

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

e-mail address for applications: jobs@tceq.texas.gov
Physical Address - 12100 Park 35 Circle, Bldg. A
Mailing Address - P.O. Box 13087/MC-116
Austin, Texas 78711-3087
(512)239-0102



Internet: www.tceq.texas.gov

State Title: **Systems Support Specialist III**
Functional Title:
Job Posting: **16251**
Monthly Salary: \$3081.33
Salary Group: B17
Posting Date: 05/06/2016
Close Date: 05/20/2016
Section/Division: Enterprise Support Section/ Information Resources Division
Work Location: 12100 Park 35 Circle, Austin, TX 78753
Openings: One(1)
Position #(s): 3886

Job Description:

Provides customer support for applications for the Texas Commission on Environmental Quality (TCEQ). Provides support to internal and external customers for agency supported software applications via phone, e-mail and correspondence. Reviews applications and administers agency applications. Resolves issues with applications, data files, and user accounts. Trains internal and/or external customers on agency-supported applications. Remains abreast of software development, general business area functions, and quality assurance; assist in creating user manuals or instructions. Tests new development, fixes, and modifications for agency-developed or supported software using appropriate testing techniques and methodologies tailored to the business area and database rules. Assists project team members with the creation of test suites and cases. Participates in the development of quality assurance standards and processes for agency-wide testing. Documents and maintains lessons learned and best practices for application validation. Follow team standards, processes, and best practices.

Military Occupational Specialty (MOS) Codes:

25B, 255A, 51R, IT, 275, IT, 26, 030, C43I11, ISM, 2621, 3D1X1, and 3D1X2

Minimum Qualifications:

Three years of full-time experience in automated data processing (excluding data entry) which included one year in applications development using one or more software packages.

OR Fifteen semester hours (with three semester hours in computer science) from an accredited college or university (COPY OF OFFICIAL TRANSCRIPT REQUIRED WITH APPLICATION) or 300 clock hours (with 60 clock hours in computer science) from a licensed vocational, technical, or business school, plus two year of full-time experience in data processing (excluding data entry), one year of which included applications development using one or more software packages.

OR Fifteen semester hours in computer science from an accredited college or university (COPY OF OFFICIAL TRANSCRIPT REQUIRED WITH APPLICATION), or 300 clock hours in computer science from a licensed vocational, technical, or business school, plus one year of full-time experience in data processing (excluding data entry) which included applications development using one or more software packages.

OR One year of full-time experience in TCEQ as a Systems Support Specialist II.

Preferred Requirements:

Experience with customer service in a call center/help desk environment.

Special Requirements:

Moving up to 25 pounds of paper.
Traveling less than 20% of the time.

Condition of Employment:

TCEQ will verify Selective Service registration for males born on or after January 1, 1960. If exempt from Selective Service registration selected candidate must provide proof of exemption on first day of employment. Offers of employment are contingent on the candidate having legal authorization to work for the TCEQ. TCEQ will conduct a criminal history records search on candidates selected for posted vacancies. Only applicants who are interviewed will receive written non-selection notification.

Submit a standard State of Texas application for **each job posting** to the Texas Commission on Environmental Quality, Human Resources & Staff Services (HRSS) office by 5:00 p.m. on the closing date. A signed emailed copy is acceptable. In compliance with ADA, if you need any special accommodations during the employment process, please contact HRSS for assistance.

Texas Commission on Environmental Quality is an Equal Opportunity Employer