

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

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Austin, Texas 78711-3087  
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**Internet:** [www.tceq.texas.gov](http://www.tceq.texas.gov)

**State Title:** Computer Operations Spec VI  
**Functional Title:**  
**Job Posting:** 16283  
Monthly Salary: \$4301.16  
Salary Group: B22  
Posting Date: 06/08/2016  
Close Date: 06/22/2016  
Section/Division: Customer Support Center Section/ Information Resources Division  
Work Location: 12100 Park 35 Circle, Austin, TX 78753  
Openings: One(1)  
Position #(s): 2615

### **Job Description:**

Provides desktop and application support; assists in the implementation, maintenance, monitoring and development of local PC systems, E-mail, and peripherals; and assists in PC system installations, testing, and monitoring of current hardware, software, and related equipment for the Texas Commission on Environmental Quality (TCEQ). Responds to requests logged in call tracking software, for assistance with hardware, application, or network problems, and provides explanations to users on problem resolutions, steps to implement them, and preventative measures to keep problems from recurring and on more effective use of IT equipment and applications. Provides Desktop Support Services to customers. Installs, configures, troubleshoots, upgrades, repairs, and maintains desktop hardware, software, and client applications in accordance with agency standards. Identifies technology problems and coordinates with other technical and management staff to effect solutions. Provides LAN status reports. Informs the team leader and Help Desk of the status of assigned service calls. Gathers information on customer demand for services and level of satisfaction with services delivered. Communicates with TCEQ customers about the dangers of the internet and the damage it can cause to the IT equipment. Enforces and complies with TCEQ IT security policies and hardware and software standards. Works IT projects which includes planning, consulting with customers, completing tasks, and documenting the service rendered. Informs the team leader of the status of assigned service calls; informs the team leader promptly when unable to resolve a customer complaint. Documents the status and completion of calls in call tracking software. Mentors junior staff in the delivery of customer service and on the installation, configuration, testing, monitoring, and repair of PC systems.

### **Military Occupational Specialty (MOS) Codes:**

25B, 94F, IT, 275, 0652, 2621, 2847, 5974 and 3D1X1

### **Minimum Qualifications:**

Four years of full-time experience assisting users in computer application use; or setting up desktop workstations and working with hardware/software.

OR Completion of 18 semester hours (27 quarter hours) in telecommunications, computer science, or related fields (COPY OF OFFICIAL TRANSCRIPT REQUIRED WITH APPLICATION), plus three years of full-time experience in assisting users in computer application use; or setting up desktop workstations and working with hardware/software.

### **Special Requirements:**

Moving up to 50 pounds of computer equipment.

Traveling up to 10% 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