WORKFORCE SOLUTIONS
NORTH TEXAS
A proud partner of the americanjobcenter network

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Wichita Falls, Texas 76302
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Email: ntxboard@ntxworksolutions.org
Website: www.ntxworksolutions.org

Job Title: **Systems Support Specialist I**
Classification: **Full-time**
FLSA Status: **Non-exempt**
Salary Group: **B13**

DESCRIPTION:
Performs entry-level computer systems support work. Work involves providing first-line assistance for operational problems of agency information technology systems and automated office equipment in a stand-alone, network, or mainframe environment. Works under close supervision of the IT Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES MAY INCLUDE BUT ARE NOT LIMITED TO:

- **Help Desk Support:** Resolving first-line operational, hardware, and software problems for agency staff.
- **User & Account Admin:** Handling user account creation, management, and password resets.
- **Equipment Deployment:** Installing, configuring, and maintaining desktop computers, peripherals, and office devices (such as printers and phones).
- **Documentation & Tracking:** Logging support tickets, tracking inventory of hardware and software licenses, and documenting troubleshooting steps.
- **Escalation:** Forwarding complex or unresolved technical issues to higher-level IT support staff.

Reviews and prioritizes operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem or request; and monitors the status to ensure a timely resolution.

Provides routine technical assistance troubleshooting software and hardware problems, as well as office equipment such as phones, printers, and fax machines; and recognizes and escalates difficult problems to a higher level of support.

Provides guidance to employees on installation standards, operating standards, new procedures, and peripheral equipment functions. Installs, maintains, and performs minor repairs to hardware, software, or office equipment.

Assists in maintaining records of daily data communication transactions, problems, remedial actions taken, and installation activities.

Assists with equipment set up for employee use, including the installation of cables, operating systems, or appropriate software.

Performs related work as assigned.

EXPERIENCE AND EDUCATION REQUIREMENTS

Experience in computer systems support work. Graduation from a standard senior high school or equivalent, supplemented by courses in computer science, is generally preferred. Experience and education may be substituted for one another.

TRAVEL REQUIREMENTS

Ability to travel for activities such as meetings, regional offices or any other necessity that requires travel.

Must be able to provide self-transportation for regional travel and maintain a valid Texas motor vehicle driver's license or permit of appropriate classification and endorsement as required. Mileage reimbursement will be provided.

Must agree to maintain a satisfactory motor vehicle record (MVR) and minimum requirement of insurability required by law. MVR background check may be conducted by the agency.

COMPANY OVERVIEW:

Workforce Solutions is led by a local board consisting of volunteer members, a majority of whom come from private industry. It is part of a statewide system of local boards which set policy and oversee expenditures of funds in their individual areas. These boards are non-profit and receive funding from the U.S. Department of Labor through the Texas Workforce Commission.

Dedicated to helping Texas employers and job seekers succeed, Workforce Solutions North Texas provides services to employers and job seekers in the following counties: Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young. Its mission is to place North Texans in jobs and to equip workers with skills that foster economic development.

BENEFIT PLANS:

- Health Insurance (with no cost options for employee-only plans)
- Paid Time Off
- Retirement Plan
- Dental
- Vision
- Life Insurance
- Short- and Long-Term Disability

TO APPLY

Submit completed application package to: apply@ntxworksolutions.org

Email Subject line: [Your Name] Application for SYSTEMS SUPPORT SPECIALIST I

A complete application package must contain the following elements:

1. Resume and Letter of Application
2. Salary Requirements (may be presented within the body of the email or letter of application).

Information contained in resumes and letters of application is subject to verification by Workforce Solutions North Texas.

Workforce Solutions North Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: (800)735-2989 (TDD) or (800)735-2988(Voice) or 711.

This document contains vital information about requirements, rights, determinations, and/or responsibilities for accessing workforce system services. Language services, including the interpretation/translation of this document, are available free of charge upon request. • Este documento contiene información importante sobre los requisitos, los derechos, las determinaciones y las responsabilidades del acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud. • Tài liệu này có thông tin quan trọng về các yêu cầu, quyền hạn, quyết định, và/hoặc trách nhiệm để sử dụng các dịch vụ của hệ thống nhân lực. Các dịch vụ trợ giúp ngôn ngữ, bao gồm thông dịch/chuyển ngữ tài liệu này, có sẵn miễn phí khi quý vị yêu cầu.