



Working title: Systems Administrator

Class title: Systems Administrator V

Posting No.: 0318-26

Opening Date: 03/30/2026

Closing Date: Open Until Filled

Location: EOT Bldg., 920 Colorado St., Austin, TX 78701

Class Code: 0314

FLSA: Computer-Exempt

Salary Group/Salary: B25, \$98,000.04 - \$110,000.04/yr.

Division: Information Technology

Number of positions: 1

General Description

Performs advanced (senior-level) systems administration work. Work involves coordinating the upkeep, configuration, and reliable operation of TDLR systems and the administration of cloud-based support solutions for desktop, laptops and mobile devices. Installs and upgrades computer components and system software, and other data networks. Works under minimal supervision with considerable latitude for the use of initiative and independent judgement following TDLR policy and procedures and state rules and regulations. This position reports to the Director of Information Technology Regulatory Services.

Essential Job Functions

- Oversees and provides expert guidance in troubleshooting and solving complex problems within Microsoft's ecosystem, including on-premises server OS and applications and cloud-based applications like InTune, Purview, Exchange and Azure Active Directory/Microsoft Entra ID, ensuring efficient resolution of service requests and tasks.
- Provides support for the operational network and telecommunication environments and takes corrective measures to enhance and ensure efficient performance.
- Performs project planning tasks such as project risk assessments, alternative implementation analyses, scheduling and project status tracking and reporting during project development and implementation.
- Assists in the analysis and definition of responsibilities and procedures for the agency disaster recovery process.
- Coordinates and participates in the study of, and making recommendations for, proposed system implementations; formulates logical descriptions of problems; and devises and implements optimum solutions of new technologies.
- Coordinates the development of operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques.
- Determines operational, technical and support requirements for the location, installation, operation, and maintenance of data/voice communications and agency network systems.
- Coordinates and maintains the functionality of the systems environment, the implementation of technology solutions, the development of system upgrade plans and procedures, the installation of operating systems, and account administration.
- Provides input into the preparation of budget recommendations for network facilities, analyzes user support statistics, and implements appropriate measures.
- Performs advanced cloud and server support for operating systems and middleware applications. Will work with contracted State Data Center services providers to implement technology and systems.
- May coordinate, direct, and train support staff in the installation of hardware and software, the performance of routine maintenance and the application of vendor updates.
- Responds to help desk requests from local and remote TDLR staff and performs advanced desktop support for hardware and software as required.
- Complies with Division and/or Agency training requirements.
- Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the staff and team, while upholding the agency's core values.
- Keeps management appropriately informed of ongoing activity and critical matters affecting the operation and well-being of the agency.
- Adheres to all TDLR Personnel Policies and performs other duties as assigned and required to maintain section operations.

Required and Preferred Qualifications

- Graduation from a standard senior high school or GED equivalent is required.
- Six (6) years of professional experience in supporting, maintaining, and troubleshooting a Microsoft Windows Domain environment either on premises or cloud-based, and two (2) years of installing or supporting local and wide area networks or firewalls is required. **Experience requirements may run concurrently.**
- Willingness to work occasional extra hours (evenings, weekends, and holidays) as required.
- Willingness to travel up to 10% as required.
- Must possess a valid class C or above driver's license and proof of auto liability insurance.
- Graduation from an accredited four-year college or university with major course work in computer science, information technology, computer networking, management information systems or related field is preferred and may count toward two (2) years of the total experience requirement.
- Microsoft certifications such as Microsoft Certified: Azure Administrator Associate (AZ-104), Microsoft Certified: Identity and Access Administrator (SC-300), Microsoft 365 Administrator (MS-102), is preferred.
- Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA) or Palo Alto Networks Certified Network Security Administrator (PCNSA) is preferred.
- Strong preference for meaningful experience supporting Microsoft Cloud solutions including Microsoft 365, Intune, Azure, SharePoint, Teams, Purview, Microsoft Entra ID, Quest Kace appliances and advanced use of Microsoft PowerShell for automation, scripting, and administration.
- Experience with BeyondTrust Password Safe (Privilege access management) and ManageEngine ADManager Plus or similar identity governance/automation platforms is preferred.

*For hiring and continued employment, the Systems Administrator must have the ability to maintain the security or integrity of the agency's critical infrastructure verified through routine criminal history record and cyber intelligence reviews.

Knowledge, Skills, and Abilities

- Knowledge of current Microsoft Operating systems and network administration.
- Knowledge of Microsoft Cloud technologies including Microsoft Entra ID/Azure AD, Microsoft 365 Apps, Intune, and Azure administration.
- Knowledge of role-based access control, and privileged credentials management principles
- Knowledge of Microsoft PowerShell and/or Group Policy Management, and security administration.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Strong interpersonal skills including empathy, active listening, and collaborative problem-solving
- Ability in scheduling, testing, installing, and implementing system software.
- Ability to recognize, analyze, and resolve complex technical issues.
- Ability to train and mentor information technology personnel
- Ability to interpret and explain technical issues to both technical and non-technical audiences and to maintain long-range strategic plans.
- Ability to communicate effectively, verbally and in writing.
- Ability to serve as a project leader.

Physical and Mental Requirements

- Must be able to walk, sit, or stand for extended periods of time.
- Must be able to perform data entry, type, and operate standard office equipment and computer software.
- Must be able to stoop, bend, squat, crawl, and work in confined, cramped places.
- Must be able to lift equipment weighing up to 25 lbs.
- Specific vision abilities required by this job include close vision and distance vision, with or without glasses or contacts.
- Ability to hear a forced whisper in the better ear at 5 ft., with or without a hearing aid.

Military Occupational Specialty Codes:

Veterans, Reservists, or Guardsmen with a MOS or additional duties or other related fields pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are encouraged to apply.

Additional Military Crosswalk information can be accessed at:

https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_InformationTechnology.pdf

HOW TO APPLY

To apply for a position, you must submit your application, resumé, and TDLR agency required application questions either online through the Texas Workforce Commission's WORKinTEXAS.com website at <https://www.workintexas.com> **or** to TDLR via email at: jobs@tdlr.texas.gov by the closing date stated on the job posting. For applications submitted via email, please list the job posting title and job posting number in the subject line. Applications submitted must be received the posting's closing date. When a job posting is listed as "Open Until Filled", it is best to apply as quickly as possible, as the posting may close or be placed on hold at any time with or without prior notification. Applications will NOT be accepted via mail, fax, or hand delivery. Incomplete applications may not be considered. If you desire an acknowledgement of the receipt of your application, you should apply via WorkInTexas and one should be auto generated by TWC. Only applicants interviewed will be notified of their selection or non-selection. All candidates recommended for IT, Lottery, and Bingo positions will be subject to an extensive criminal background investigation, including fingerprinting.

SELECTIVE SERVICE REGISTRATION

In accordance with legislation effective September 1, 1999, male candidates aged 18 to 25 are required to show proof of selective service registration (or exemption) prior to an offer of employment. Such proof is not required to be filed with an application but must be provided upon request by the Human Resources office.

E-VERIFY

This employer participates in E-Verify and will provide the Social Security Administration (SSA) and if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

TDLR is not considering applications from individuals who require sponsorship for an employment visa, including those currently on student or post-graduate visas. All candidates must be approved to work in the United States by E-Verify and must present the needed documentation upon request.

TDLR IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

In compliance with the Americans with Disabilities Act (ADA), TDLR will provide reasonable accommodation. If you are scheduled for an interview and require reasonable accommodation in the interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request.