

JOB VACANCY NOTICE
FOURTEENTH COURT OF APPEALS
NETWORK SPECIALIST IV (0290 - B14)



SALARY: \$49,089 to \$57,500 annually

Open: November 21, 2007 Closes: When filled.

Position begins: January 2, 2008

The 14th Court of Appeals, Houston, Texas, is accepting applications for the position of Network Manager IV.

This position is responsible for computer, local area network, and printer support for the Fourteenth Court of Appeals in Houston. The position requires serving as the network manager and desktop support professional, performing highly advanced server, network, and desktop support of hardware and software for the Fourteenth Court of Appeals. Designing, planning, installing, maintaining, and updating hardware and software on Microsoft-based platforms, LANs, WAN, Internet, and remote-access systems are all requirements. The successful applicant must work with the Office of Court Administrations's Help Desk, network manager, and programming staffs in providing customer service and support. A detailed list of job duties follows. Minimum job qualifications include 4 years full-time experience in local or wide area network work. Graduation from an accredited four-year college or university with major course work in computer science, data processing, management information systems, or a related field. Education and experience may be substituted for one

This is a full-time position and will be available beginning January 2, 2008, with an annual salary range of \$49,089 to \$57,500. (Salary is commensurate with experience and ability based on statutory apportionment.). State benefits will commence after a minimum of 90 days; parking provided.

Applicants should send resumes, complete history of employment, references, and copies of their school transcripts, to Ed Wells, Clerk of Court, 1307 San Jacinto, 11th Floor, Houston, Texas 77002.

An Equal Opportunity Employer

The Fourteenth Court of Appeals does not discriminate on the basis of race, color, national origin, sex, age, religion or disability in employment or in its activities. Minorities, veterans and persons with disabilities are encouraged to apply.

Job Task (In Priority Order) and Performance Standards

1. Supports Internet services, MS Exchange, Windows 2000/2003 Server, SQL 2000, Symantec AntiVirus, DNS and other critical network services and systems.
 - Insures that network servers, services and corresponding peripheral devices/connectivity are in operation during normal working hours.
 - Provides timely automated installation of available hardware and software patches, fixes, and upgrades following change management policies.
 - Participates with Network Management team at the Office of Court Administration to develop and provide effective solutions to network needs.
 - Creates load procedures, batch files, media, and support documentation for network software issues.
 - Creates, maintains, and improves sophisticated WordPerfect templates and macros to facilitate court operations.

2. Works with contractors, employees, and customers to facilitate the timely resolution of LAN/WAN, workstation, and hardware/software problems within a Windows desktop environment.
 - Provides timely and courteous responses to all reports of problems from customers.
 - Diagnoses all problems with hardware/software in the court.
 - Provides periodic training for court personnel in the use of court hardware and software applications.
 - Acts as liaison between customers and vendors in matters concerning warranty and vendor support.

3. Creates and keeps current support administration procedures, custom scripts, batch files and documentation of Windows servers including configurations and dependencies.
 - Maintains documentation on the Court technology environment/installations.
 - Maintains inventory/audit records of the software/hardware installed at the Court sites and what work has been done at those sites.
 - Develops standards and work processes.
 - Documents maintenance, security tasks and system upgrades/results, to insure that all software/hardware functions properly, is secure and properly available.
 - Prepares purchase order requisitions and assists in screening bids for hardware purchases as requested.

4. Studies and evaluates new and existing technology to provide quality, lasting and cost effective hardware, software and network solutions.
 - Conducts in depth research on software/hardware issues. Uses all available resources of information including network monitoring, internet resources, professional meetings, and vendor information to design quality, long lasting, and cost effective solutions to current and future needs.
 - Plans maintenance on a schedule that causes the least impact to the network users.
 - Researches problems, contacts vendors for solutions, and implements solutions.
 - Attends at least one major advanced technology training and/or conference per year.
 - Reads periodicals pertaining technology and LAN/WAN/Desktop implementation.
 - Sets up and maintains test environments to test alternative solutions.