



Texas Department of Housing & Community Affairs  
221 E. 11<sup>th</sup> Street, Suite 106  
Austin, TX 78701  
(512) 475-3800  
Internet: [www.tdhca.state.tx.us](http://www.tdhca.state.tx.us)

## Employment Announcement

### Systems Analyst in the Information Systems, Network & Technical Support Division

<b>Job Posting Number:</b> 18-044	<b>State Classification:</b> Systems Analyst I/0252
<b>Division:</b> Network & Technical Support	<b>State Pay Grade:</b> B16
<b>Department:</b> Information Systems	<b>Posting Date:</b> May 25, 2018
<b>Established Work Hours:</b> 8:00 A.M. – 5:00 P.M.	<b>Application Deadline:</b> Open Until Closed By Division
<b>Starting Salary:</b> \$2,910 - \$4,000 mo.	<b>Duration:</b> Full Time
<b>Number of Openings:</b> 1	<b>Location:</b> Austin, Texas

#### GENERAL DESCRIPTION

Performs entry-level computer systems analysis and technical support work in the implementation and use of automated systems and software applications. Work involves interaction with agency end users to provide assistance and support in the use of PC and server-based systems and applications. Assists in developing computer equipment requirements and in their acquisition and use. Works under close supervision with limited latitude for the use of initiative and independent judgment.

#### SPECIFIC JOB FUNCTIONS

- Provides technical assistance and support for software and hardware problems.
- Installs, maintains, moves, and assists in testing and upgrading new and existing hardware/software.
- Configures and troubleshoots personal computers, laptops, printers, smartphones, and other automated hardware.
- Administers accounts in Windows Active Directory, Microsoft Exchange, and other agency systems.
- Provides support for Microsoft Office, Adobe, and other desktop software products.
- Determines operational, technical, and support requirements for the location, installation, operation, and maintenance of computer systems and related office equipment.
- Analyzes existing procedures for efficiency and effectiveness.
- Implements new and revised methods that effectively meet the needs of the agency.



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- Assists with reviews, recommendations, and procurement of information technology hardware or software.
- Coordinates with other TDHCA divisions or agencies concerning the implementation of new systems, administration of agency policies and procedures, and scheduling of technical support activities.
- Assists in formulating logical descriptions of problems and devising optimum solutions.
- Assists in writing descriptive material to supplement system and procedural flowcharts.
- May provide advanced support for Microsoft Access, including Access database design, modifying forms and features, troubleshooting problems, and querying data from Oracle databases for use in Access.
- May provide consulting support and make recommendations for information systems processes associated with technology planning, implementation, system security, and interfaces.
- May assist with information systems security administration.
- Performs related work as assigned.
- Responsible for becoming fully knowledgeable of the Department's Enterprise Risk Management Program and its effect in the Information Systems Divisions, including performing risk assessments of the division's high impact processes and identifying and communicating controls to mitigate unacceptable risks.

#### MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- **Required:** One year of work experience in systems analysis work. Graduation from an accredited four-year college or university may be substituted for the one year of work experience in systems analysis work.
- **Preferred:** Graduation from an accredited four-year college or university with major course work in computer science, computer information systems, or management information systems.

#### OTHER FACTORS

##### Knowledge, Skills, and Abilities:

- Knowledge of the practices, principles, and techniques of computer operation; information systems; computer software and hardware; information security policies and procedures; and help desk environment.
- Working knowledge of TCP/IP and related networking protocols and software.
- Skill in the use and administration of Windows desktop and server operating systems and related services, Windows printing, and Microsoft Office 2007 and above.



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- Strong communication skills, including the ability to document technical procedures, communicate complex technical information, and interact in a professional, courteous manner with agency staff.
- Skill in the use of Microsoft Access, SQL, and retrieving data from other database products such as Oracle for use with Access (preferred).

#### PHYSICAL REQUIREMENTS:

- Typical office work environment.
- Must be able to use computer for long periods of time.
- Must be able to lift and carry up to 25 pounds.

#### OTHER:

Military Crosswalk information can be accessed at: [Military Crosswalk](#)

**Must be willing to work in a non-smoking environment and adhere to all applicable Department policies and procedures. Must be willing to work overtime if necessary which may include nights and weekends. Must attend work regularly and adhere to approved work.**

#### TO APPLY

To apply for an opening with TDHCA, you must complete the State of Texas Application for Employment electronically at [www.WorkInTexas.com](http://www.WorkInTexas.com).

The State of Texas Application for Employment and other qualifying documentations must be submitted no later than 5:00 pm on the closing date of the job vacancy notice. For vacancies that are posted "open until filled" it is recommended that applications be submitted as soon as possible. **Online applications are stored on a secure site. Only authorized employees and hiring authorities have access to the information submitted.**

It is important that your application show all the relevant education and experience you possess. Please include all information requested, e.g. education, experience, previous compensation, reasons for leaving, and other information - do not leave any field blank. Applications may be rejected if incomplete.

**Resumes will not be accepted in lieu of your online application.**

#### ADDITIONAL INFORMATION

- Official transcripts or other minimum requirement validations will be requested of final applicants.
- A signed application will be required prior to employment.
- Criminal history checks will be conducted before an offer of employment is extended.
- Only applicants who are interviewed will receive written notification of posting results.

Thank you for considering employment at the Texas Department of Housing and Community Affairs.



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We fully recognize, honor and enforce the Uniformed Services Employment and Reemployment Rights Act (USERRA) and encourage opportunities to hire Veterans, Reservists and Guardsmen.

Males born on or after January 1, 1960, between the ages of 18-26, will be required to present proof of Selective Service System registration on the first day of employment or proof of exemption from Selective Service registration requirement.

The U.S. Immigration Reform and Control Act of 1986 requires new employees to present proof of identity and eligibility to work in the United States. Failure to provide this information within the required timeframe will result in the offer being rescinded.

The Texas Department of Housing and Community Affairs is an Equal Employment Opportunity employer.