



Infrastructure Specialist II

POSTING NUMBER **25013**

DATE POSTED	August 14, 2025	APPLICATION DEADLINE	August 28, 2025
DEPARTMENT	Information Systems Division/Infrastructure and Operations Section		
SALARY	\$4,417.00 per month. Generous benefit package is also available. Please click here for more information.		
DESCRIPTION	Performs the service delivery of computer and network software- and hardware-related problem solving for the client environment. Able to install and maintain hardware and software and troubleshoot hardware and software issues. Able to troubleshoot network hardware, mobile platforms, software, and operating systems relevant to the client's computing environment. Responsible for all local and wide area network installations, testing, maintenance, and enhancements of hardware. Responsible for knowledge transfer to, mentoring of, and development of cross-training with other staff within the Infrastructure Services Group. Works closely with vendors on purchasing of, maintenance of, and resolving problems with computer and network equipment. Works within the infrastructure and operations section and other groups to design, architect, and implement computing architectures for clients. Work is performed under general direction with considerable latitude for exercise of independent judgment.		
RESPONSIBILITIES	Primary responsibilities for this position include: <ul style="list-style-type: none">• Performs basic repair of desktops and laptops, including Apple and PC platforms.• Provides basic problem-solving and resolution expertise in all supported local and wide area network client computer equipment and software, including printers, laptops, desktops, mobile phones and tablets, and wired and wireless network equipment.• Performs basic monitoring and maintenance of the physical and logical network infrastructure and connectivity.• Provides all local and wide area network installations, testing, maintenance, and enhancements of computer equipment.• Performs hardware and firmware installations and maintenance of Intel and AIX blades and servers.• May perform moves, additions, and changes of computers and peripheral equipment used in the legislative environment, as needed.		

- Responds to help desk call tickets within time frames defined in service level agreements.
- Provides thorough update and/or closed documentation for assigned help desk call tickets.
- Researches and develops processes and procedures for the Infrastructure Services Group.
- Develops automation processes for delivery of services for the Infrastructure Services Group.
- Participates in product evaluations of computing platforms for delivery to local and wide area network clients.
- Participates in defining specifications for computer equipment and/or peripherals.
- Orders, tracks, and receives computer equipment using available TLC systems.
- Orders and distributes parts received from vendors using various vendor systems.
- Works closely with the accounting and purchasing department to resolve issues with orders and to ensure orders are accurate and completed.
- May be required to operate a council vehicle in order to perform principal duties and responsibilities.
- Participates in cross-team projects for the delivery of hardware, software, and services infrastructure to IS and the client environment.
- Participates in special projects as needed.
- Provides regular oral or written status updates to supervisors and management.
- Remains informed about latest technology trends and directions.
- Performs other duties as assigned.

QUALIFICATIONS

Minimum qualifications for this position include:

Experience and Education

- Experience using hardware, software, and various operating systems.
- Experience in customer service.
- Experience in a high-volume help desk environment preferred.
- Experience using Microsoft Office suite or Internet tools desirable.
- Experience with networks and software configuration desirable.
- Experience in writing documentation desirable.
- Bachelor's degree with major course work in computer science, computer information systems, management information systems, or a related field.
- Minimum of four years of experience in a computer-related industry.
- Technical product certification highly desirable.
- Experience and education may be substituted for one another.

Knowledge, Skill, and Abilities

- Knowledge of the legislative process.
- Skill in oral and written communication.
- Skill in troubleshooting, diagnosing, and analyzing computer problems.
- Ability to lift heavy equipment and pull cable.

- Ability to lift 50 pounds.
- Ability to supervise the work of others.
- Ability to work well with others.
- Ability to work independently.
- Ability to handle multiple projects.
- Ability to learn a broad spectrum of applications.
- Ability to work well under pressure and meet deadlines.
- Ability to maintain confidentiality of materials and information.
- Ability to maintain regular attendance and punctuality.
- Ability to work overtime and to have a flexible schedule.
- Ability to maintain a satisfactory driving record in accordance with the council's driving policy.
- Ability to work as a member of a team.

TO APPLY

To be considered, an applicant must submit a completed State of Texas Application for Employment (available on the council's website: <https://tlc.texas.gov/employment>).

Submit requested documentation by:

Email

TLCCareers@tlc.texas.gov (preferred method)

Fax

(512) 936-1064

Mail

Human Resources Office
Texas Legislative Council
P.O. Box 12128, Capitol Station
Austin, Texas 78711-2128

As a condition of employment, legal proof of authorization to work in the U.S. must be provided.

Requests for accommodation and/or services in the application process should be made to the above-cited contact.