

CAREER OPPORTUNITY



UNITED STATES DISTRICT COURT DISTRICT OF CONNECTICUT VACANCY ANNOUNCEMENT - USDC-CT 14-04

POSITION: Information Technology Specialist

OPENING DATE: March 20, 2014

SALARY RANGE: Salary commensurate with work experience, prior/present pay history and previous federal government experience.

CLOSING DATE: Open until filled preference will be given to resumes received by April 7, 2014.

DUTY STATION: New Haven, CT (with occasional travel to other locations in the District)

The Clerk's Office for the District of Connecticut is seeking an Information Technology Specialist to join the Court's automation team, which provides support services to 19 judges and 110 staff members in chambers, and the Clerk's Office.

Job Summary:

The Information Technology Specialist provides administrative and technical support to the court in a wide range of areas, including: assisting in the installation and support of network and server hardware and software platforms, creation and administration of various user accounts, and providing support for complex local and national technology projects. The incumbent performs technical work related to designing, modifying, and adapting existing systems hardware and software, as well as complex troubleshooting for hardware platforms and software systems. The Information Technology Specialist acts as a Tier 2 support role to our Tier 1 technicians and, on occasion, our court staff.

Representative Duties:

- Assists in the planning, development, and deployment of network and server hardware and software platforms which enhance organizational efficiency and capabilities. Consult with Department Management, and end users, about system(s) design, enhancements, and ongoing maintenance.
- Monitors the day-to-day Help Desk activities to ensure customer satisfaction. Works with Tier 1 staff to ensure SLAs are met.
- Provides information and assistance to users on applications, such as word processing and data entry. Create and administer user accounts and assist with providing end user training.
- Installs or assists in the installation of upgrades of new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software. Provides support for systems maintenance and local inventory controls. Provides support for mobile computing devices and remote access. Provide cabling support. Troubleshoots and provides user assistance with audio/visual, cellular, and land-line communications and equipment.
- Prepares and modifies systems documentation and prepares flow charts. Documents work for follow-up purposes. Performs system testing.
- Coordinates maintenance and backups of various court systems. Diagnose and remedy computing system failures, both hardware and software.
- Assists in the planning, coordinating, implementing, and support of the District's courtroom technology systems. Assists in the development of standard guidelines in the use of the equipment. Conducts training to end users.
- Monitors day-to-day operations of technology equipment and its systems. Serve as the technical expert in solving computer system problems.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and the latest user programs.

- Participates in and assist with ongoing functional training programs.

Qualifications:

Knowledge of the latest available information technology hardware and software programs and their design. Knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design, data communications, and information technology project management. Knowledge of telephone and wireless systems. Knowledge of commercial-off-the-shelf hardware and software programs. Knowledge of computer processes and capabilities, including an understanding of operating systems, servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems and security standards. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to coordinate the project work of other professional and technical staff. Ability to build and maintain hardware images, and build anti-virus and other security concerns on the desktop. Ability to perform software and hardware maintenance and system troubleshooting. Ability to meet established deadlines and commitments.

Education:

Bachelor's degree in a computer-related field required **or** substantial experience that would substitute for a bachelor's degree. Microsoft and VMware certifications preferred.

How to Apply: Submit resume with cover letter, salary history and proof of any certifications **by email only** to: Human Resources Department @ Email: HR_department@ctd.uscourts.gov

Benefits:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Credit, time in-service, for prior government service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

Conditions of Employment:

- Applicants must be U.S. citizens or eligible to work in the United States.
- Successful candidate will undergo a full fingerprint and background records check. Any applicant selected for a position will be hired provisionally pending successful completion of the background investigation.
- Mandatory electronic direct deposit of salary payment.
- Employees are required to adhere to the Code of Conduct for Judicial Employees (available to applicants to view at the court website: www.ctd.uscourts.gov).
- Employees of the U.S. District Court are Excepted Service Appointments. Excepted service appointments are at will and can be terminated with or without cause by the court.

The United States District Court is an Equal Opportunity Employer.