



VACANCY ANNOUNCEMENT – USDC – CT 25-03

United States District Court District of Connecticut

Position: Systems Specialist
Location: New Haven, Connecticut
Starting Grade/Range: CL 26* (\$63,447 - \$103,094)
Opening Date: January 10, 2025
Closing Date: January 17, 2025

Overview of Position:

The United States District Court for the District of Connecticut is seeking an experienced Systems Specialist. The Systems Specialist provides a variety of administrative and technical support to the court across a wide range of Information Technology (IT) disciplines, including: systems administration, IT security, courtroom technology, software development, helpdesk, and administration of complex technology projects. The incumbent performs technical work related to designing, modifying, and adapting existing IT systems and software, as well as complex troubleshooting for hardware and software systems. The Systems Specialist analyzes the needs of end-users and develops and implements solutions.

Travel throughout all three seats of court (New Haven, Hartford, and Bridgeport) will be required to assist other IT department staff, provide helpdesk coverage, assist with projects, and to attend department meetings.

- Assists in the maintenance and support of the court's physical and virtual server infrastructure. Conducts review and performs tests of the backup platforms. Administers the court's patch and asset management environment.
- Assists in the maintenance and support of the court network infrastructure and cable plant.
- Assists in the maintenance of the information security resources on mobile devices, workstations, and servers. Creates, or curates, IT security training and educational content.
- Assists in the design, implementation, and support of complex audiovisual systems throughout the courthouse, including: courtrooms, conference rooms, and special events.
- Plans, develops, and deploys software applications that enhance organizational efficiency and capabilities. Confers with Information Technology Director and end users to design applications, including providing information on project limitations, performance requirements, and required interfaces. Consults with Information Technology Director about software system design, enhancements, and ongoing maintenance.
- Installs or assists in the installation of upgrades of new or revised off-the-shelf/desktop releases. Sets up, configures, installs, and documents hardware and software. Provides support for systems maintenance and local automation inventory controls. Provides support for mobile computing devices and remote access. Provides cabling support. Troubleshoots and provides user assistance with audio/visual, cellular, and land-line communications and equipment.
- Provides end user support for systems and applications. Serves as liaison between Information Technology Director and end users.
- Monitors day-to-day operations of technology equipment and its systems. Serves 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.
- Assists the Information Technology Director with preparation of complex reports. Participates in and assists with ongoing functional training programs.

Qualifications and Requirements:

- 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 VOIP and wireless systems. Knowledge of custom-off-the-shelf hardware and software programs. Knowledge of computer processes and capabilities, including an understanding of operating systems, servers, workstations, and virtual computing platforms. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems and security standards. Knowledge of flow charts, form design, and control procedures.
- Skill in performing both routine and complex 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 write computer programs for various purposes, including program documentation. Ability to meet established deadlines and commitments.
- Ability to interact and communicate effectively (orally and in writing) with all stakeholders to provide information, training, and customer service, and to resolve difficulties while complying with regulations, rules, and procedures. Ability to translate and document technical terms into non-technical language for end-users. Ability to work as part of a team.

Education:

High school graduation or equivalent required. Bachelor's degree and or IT certifications (e.g. CCENT, CCNA, MCSA, Security+, etc.) are preferred.

How to Apply:

Please attach in **PDF format** your cover letter, resume, and the Judicial Branch Federal Employment Application (AO 78) to Human Resources Department @ Email: HR_department@ctd.uscourts.gov

Applications for Judicial Branch Federal Employment (AO78) may be obtained at:

<http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

The Court will communicate only with those applicants who are selected for an interview. **No phone calls please.**

Benefits:

- A minimum of 11 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 for this position is subject to 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.
- All applications will be reviewed to identify the best qualified candidates. Due to the volume of applications received, the Court will only communicate with those individuals invited for an interview. Applicants selected for interviews must travel at their own expense. The Court may close this announcement at any time. The Court reserves the right to modify the conditions of this position announcement or to withdraw the announcement, which may occur without prior written notice.

The District of Connecticut is an Equal Opportunity Employer and values diversity and inclusion.