

CAREER OPPORTUNITY



UNITED STATES DISTRICT COURT DISTRICT OF SOUTH CAROLINA

Vacancy Announcement: 18-01

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| Position: | Information Technology Support Specialist |
| Location: | Greenville , South Carolina |
| Tour of Duty: | Full time |
| Classification Level: | CL25 - CL27 (with promotion potential to CL28 without further competition) |
| Starting Salary: | \$40,464 - \$79,617 per year * *Starting salary is usually in the low to middle portion of the range provided above, depending upon qualifications and experience. Promotion to higher levels is dependent on eligibility, budget, the needs of the office, assigned work duties, and individual performance. |
| Opening Date: | Immediately |
| Closing Date: | Position open until filled. Priority consideration will be given to applications received by 4:00 p.m. on March 16, 2018. |

POSITION OVERVIEW

This position is located in **Greenville**, South Carolina. The incumbent provides technical support to judges, judicial staff and staff of the Clerk of Court with regard to personal computers, laptops, network servers, and software applications. Additionally, incumbent will support a number of off-the-shelf software applications, major national systems, and systems developed or customized for local use. The incumbent analyzes, designs, and makes recommendations on short and long-range information technology plans and projects to the Systems Supervisor. The incumbent is also responsible for training court personnel in the use of automated systems and provides support for courtroom technology systems.

REPRESENTATIVE DUTIES

- Troubleshoots devices at the hardware level, such as serial or hardware device level interfaces. Such systems may include fiber optic controlled video distribution systems, wireless systems and biometric systems.
- Provides day-to-day system backup, monitors day-to-day operations of the equipment and systems, and acts as the technical expert in solving computer system problems. Troubleshoots and fixes technical and hardware/software program problems.
- Provides user support and training to court staff of all levels on the operation of a variety of IT systems.
- Installs or assists in the installation and maintenance of hardware, new and/or revised releases of national systems and off-the-shelf/pre-packaged software.
- Receives, configures and distributes new hardware in accordance with the Court's cyclical replacement policy.
- Promptly reports all inventory additions, moves and changes to the custodial officer and assists with the completion of physical inventory sightings of information technology equipment.
- Assists the Systems Supervisor with the identification of IT needs, purchase and inventory of IT materials and supplies.
- Serves as the back-up to the Court's technical expert with regards to courtroom technology and equipment including, but not limited to, electronic evidence presentation and audio/video systems.
- Responsible for "pushing out" new client-side application upgrades, as needed.
- Assists the Network Administrator with the installation of new network connections, maintenance and troubleshooting of existing connections and users accounts in a Microsoft environment.
- Implements and maintains wireless connections throughout the court facility, including court reporter connections, the public Kiosk, and wireless DSL Internet access for visiting attorneys.
- Assesses hardware and software needs and recommends solutions to Systems Supervisor.
- Initiates and maintains contacts with other court IT personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs.
- Recommends to the court the implementation of standard policies and procedures pertaining to introduction and utilization of new technology and equipment.
- Works with the court in the development and eventual implementation of short and long range technological improvements.
- Develops technical documentation using a structured writing style.
- Advises court in areas of technology support, requirement and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation.
- Participates in local and national conferences and gatherings to enhance continued professional development as well as sharing and learning ways of improving technology applications for federal courts. Identifies and develops technology trends that meet specific needs of the court and its users.
- Collaborates with the court's Security Officer and Administrative Office IT security to assist with the implementation of security policies and work court departments to establish and raise the security baseline of the court and judiciary.
- Develops, analyzes, and evaluates new IT policies that will improve the IT security posture of the court. Makes recommendation regarding best practices and implements changes in policy.
- Conducts security risk and vulnerability assessments of IT systems to identify weaknesses, risks, and protection requirements.
- Assists in the development and maintenance of the court's security policies and guidance, the remediation of identified risks and the implementation of security measures.

QUALIFICATIONS

Applicant must be a U.S. Citizen or permanently eligible to work in the United States. High school diploma or GED is required.

Qualification Standards

A bachelor's degree in Computer Science or a related field is preferred. In addition, candidates must possess at least two years general experience within the information technology environment and at least two years specialized experience, defined as: progressively responsible experience designing, implementing or maintaining computer systems that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management.

Technical Qualifications

- Thorough knowledge of theories, principles, practices, and usage of computer hardware and software;
- Knowledge and understanding of Microsoft Windows desktop and server Operating systems;
- Advanced knowledge of office database design and data communications;
- Thorough knowledge of capabilities, limitations, and functional applications of information technology;
- Advanced knowledge of networking; operating systems, servers, and multi-tiered architectures with thorough knowledge of LAN/WAN internetworking technologies and strong network troubleshooting skills;
- Skill in writing program documentation;
- Ability to thoroughly analyze operating systems and identify complex issues to troubleshoot a problem or system crash;
- Thorough knowledge of flowcharting, form design, and control procedures;
- Extensive knowledge of data communication security and privacy techniques;
- Knowledge of and skill in information technology management;
- Skill in reviewing procedures, policies, and manuals;
- Skill in coordinating information technology projects with senior management;
- Skill in analyzing, interpreting, and presenting research findings to prepare design specifications; and
- Ability to manage multiple projects, prioritize work, and meet established deadlines and commitments.

BENEFITS

- 10 paid holidays per year
- Paid annual leave
- Paid sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Supplemental Dental and Vision Insurance
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in Flexible Benefits Program (Health Care and Dependent Care Reimbursement)
- Optional participation in Long-Term Care Insurance
- Optional participation in private Long-Term Care Disability Plan
- Credit for prior government service

HOW TO APPLY

Qualified applicants must submit the following: (1) a cover letter detailing how your qualifications meet the job requirements; (2) a current resume; (3) list of at least three professional references with current contact information; and (4) a completed AO-78, Application for Judicial Branch Employment – located at the following link –

<http://www.uscourts.gov/forms/human-resources-forms>

Please mail to the address below:

Human Resources – #18-01
United States District Court
901 Richland Street
Columbia, SC 29201

Applicants who do not submit all requested materials may lose consideration for the position.

MISCELLANEOUS INFORMATION

Applicants are advised that false statements or omission of information on any application materials or the inability to meet the aforementioned conditions may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Due to the volume of applications normally received, the Court will communicate only with those individuals selected to be interviewed. Expenses associated with interviews or relocation will not be reimbursed. Applicants scheduled to interview should advise the Human Resources staff if any accommodation will be necessary to interview.

As a condition of employment, the successful candidate will be subject to an FBI background check. All court employees are in the excepted service and are required to adhere to the *Code of Conduct for Judiciary Employees* which is available to applicants upon request.

All employees of the U.S. District Court are considered “at will” employees and may be terminated with or without cause.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposits.

The Court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

The Federal Judiciary is an Equal Employment Opportunity Employer