

## CAREER OPPORTUNITY



### UNITED STATES DISTRICT COURT EASTERN DISTRICT OF KENTUCKY VACANCY ANNOUNCEMENT - NO. 17-03

<b>Position:</b>	IT Support Specialist
<b>Location:</b>	London, Kentucky
<b>Salary Range:</b>	\$36,026 to \$71,247 (CPS CL-24/25/26) Based on Qualifications and Judiciary Policy
<b>Opening Date:</b>	June 16, 2017
<b>Closing Date:</b>	Open Until Filled Applications will be reviewed on a rolling basis, with preference given to those received by July 5, 2017

#### Position Overview

The United States District Court for the Eastern District of Kentucky is accepting applications for an **IT Support Specialist**. The incumbent provides technical support to judges, judicial staff, and clerk's office staff 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 Director of Information Technology. The position may also provide support to the U.S. Probation Office in addition to the U.S. District Court.

#### 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.
- 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.
- Serves as alternate in the absence of the Network Administrator.
- Implements and maintains wireless connections throughout the court facility.
- Assesses hardware and software needs and recommends solutions to Systems Manager.
- 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 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, requirements 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.

### **Minimum Qualifications Standards and Education Substitutions**

The incumbent must be a high school graduate or equivalent, with education beyond high school preferred. To qualify for the CL-24 level requires two years of general experience; to qualify for the CL-25 requires one year specialized experience equivalent to work at the CL-24 level; to qualify for the CL-26 requires one year specialized experience equivalent to work at the CL-25 level. Education beyond high school may be substituted for experience, subject to judiciary policy.

### **Specialized Experience**

Technical skills which may include experience with Red TCP/IP communications; Windows Server 2010; Windows 10, Lotus Notes, Adobe Acrobat, Microsoft Office and other related applications are desirable. Thorough knowledge of computer processes and capabilities, including programming languages and data base management; good knowledge of word processing software and the ability to adapt it to local needs; ability to perform routine hardware maintenance and repair; and experience in computer equipment analysis, configuration and installation. The incumbent should have a general understanding of IT terminology and

methodology, including the completion of computer project assignments that involve systems analysis, design, and programming.

### **Preferred Qualifications**

The person selected for this position must possess strong written and verbal communication skills in order to communicate effectively with end users. He or she must also be able to interact with IT staff and system customers in a positive, supportive manner and work independently with minimal direct supervision. A strong work ethic, sound judgment, and the ability to work independently and as a team are desired.

### **Conditions of Employment**

The position is an excepted appointment subject to background investigation, and all appointments are provisional upon a favorable suitability determination. The position is eligible for federal benefits. Applicants must be U.S. citizens or eligible to work in the United States. Employees of the U.S. District Court are "at-will" employees. All appointments are subject to mandatory electronic funds transfer for payment of net pay. The U.S. District Court for the Eastern District of Kentucky is an equal opportunity employer and values diversity in the workplace.

### **Application Procedures and Additional Information**

To apply, please submit a cover letter, resume, copies of applicable certificates, contact information for three references, and salary history to: [ITJobs@kyed.uscourts.gov](mailto:ITJobs@kyed.uscourts.gov).

The Court reserves the right to modify the conditions of this vacancy announcement at any time, or withdraw it, without prior notice. Travel to interview and relocation expenses will not be reimbursed.

Only applicants selected for interview will be contacted. No phone calls please.