

**UNITED STATES COURTS
SOUTHERN DISTRICT OF INDIANA**

CAREER OPPORTUNITY

Information Technology Support Specialist

(Announcement 19-08)

Location: Indianapolis, Indiana

Position Type: Full Time Permanent

Opens: October 31, 2019

Closes: Open Until Filled

[Preference to those applying by November 15, 2019]

Salary: CPS CL 26 – 27 [\$45,673 - \$81,563]

(Starting salary based upon qualifications and experience. Promotion potential to CL 27 based on needs of court unit and experience of incumbent)

POSITION SUMMARY

IT Support Specialists provide administrative and technical support to the court in a wide range of areas, including technical expertise in adapting, installing, configuring and monitoring computer hardware and software programs; analysis of the needs of end-users; troubleshooting for complex hardware and software systems; and planning and developing specific system features to satisfy end-user needs.

DUTIES AND RESPONSIBILITIES

- Provide end-user support and resolve routine and complex system-related problems, including those that have been referred/escalated by peers.
- Establish, coordinate, and provide training in systems use and capabilities; assist with presentations and technical briefings involving systems-related topics to court managers, judges, and members of the Bar.
- Implement, test, and maintain automated court systems, including administrative applications (word processing, spreadsheet), groupware (email, calendaring); conduct security assessments; maintain security solutions for court systems; remain current with federal court guidelines and best practices. Travel to other court locations on an as-needed basis; perform other duties as assigned by management.
- Evaluate hardware and software to determine, recommend, and implement enhancements needed to support the court's mission; analyze existing applications to identify and correct problems; recommend systems modifications as required; coordinate timely installation, inventory, and repair of hardware (considerable physical effort may be required in moving, connecting, and trouble-shooting computer equipment).
- Provide technical support for courtroom and conference room audio/video systems throughout the district, including installation, support, maintenance, trouble-shooting, and repair; provide audio/visual systems training for court staff, other agencies, and the Bar; assist in the development and maintenance of system documentation and user-friendly resources for system operation.
- Maintain inventory of IT materials and supplies. Report additions, moves, and changes to the custodial officer. Assist IT manager with identification of IT needs, purchase and inventory of IT materials and supplies. Maintain software library, prepare, and maintain documentation of all locally developed software.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems.
- Handle clerk's office operational duties as needed.

QUALIFICATIONS

Applicant must be a U.S. Citizen or eligible to work in the United States. The applicant must have two years general work experience demonstrating excellent customer service and communication skills. Additionally, the candidate must possess one to two years of progressively responsible experience in IT support. Candidates must also be familiar with the latest available electronic technology and hardware and software programs, have a working knowledge of telephone and wireless systems, have knowledge of computer processes and capabilities, including a general understanding of case management systems, and be able to perform software and hardware maintenance and troubleshooting. Required qualifications include knowledge of maintenance and upgrades, and knowledge of PC's, Windows 10 programs installation. Preferred qualifications include experience with VMWare, Microsoft and Linux. Applicants must have a high school diploma or equivalent, and preferably an associate's degree in an information technology field. Knowledge or Certification in the following is a plus: Microsoft Certified Professional; Microsoft Certified System Administrator; Microsoft Certified Systems Engineer credentials, LINUX, Windows 10, SharePoint, Outlook, VMware, Drupal and Microsoft Office 365 Applications.

PERSONAL CHARACTERISTICS

Candidates must possess excellent communication and interpersonal skills, maturity and judgment. Attention to detail is critical. Being a team player and being flexible in a changing environment are essential characteristics. Applicant must be able to communicate effectively with all levels of end users.

BENEFITS AND HIRING POLICIES

The United States Courts offer benefits to full-time employees which include:

- 10 paid holidays per year
- 13 - 26 paid vacation days (dependent upon years of service)
- Paid sick leave
- Health, dental, vision, life, and long-term care insurance options.
- Flexible spending accounts for medical/dependent care
- Thrift savings (retirement) plan with employer matching

The United States Courts are part of the Federal Judiciary. As such, most employees fall under the Court Personnel System (CPS) as opposed to the General Schedule (GS) for federal employees of the Executive Branch. Although comparable to civil service in salary, leave, and insurance benefits, employees of the U.S. Courts have **EXCEPTED** service appointments. They are at-will employees appointed by the Court Unit Executive, and can be terminated with or without cause by the Court. The incumbent selected for this vacancy will receive on-the-job training.

The Clerk reserves the right to modify the conditions of this job announcement by withdrawing or filling more than one position described herein. The final candidate will be subject to a background check or investigation, and periodic re-investigations, if applicable, with retention contingent upon a favorable suitability determination. The Federal Financial Reform Act of 1994 mandates that net salary payments be transferred electronically by direct deposit.

PROCEDURES FOR APPLYING

Submit a resume to HRDept@insb.uscourts.gov with **IT Support Specialist 19-08 on subject line**.

E-mailed documents must be in Word or PDF format. Zip files will not be accepted. Due to the anticipated number of applications, only the best qualified applicants will be contacted for a personal interview.