



## United States District Court Western District of Arkansas

### CAREER OPPORTUNITY

**Position:** Information Technology Specialist  
**Location:** Fayetteville, Arkansas  
**Salary:** CL 27 – CL28 (\$48,170 - \$72,168)  
Commensurate with qualifications and in accordance with the Guide to Judiciary Policy.  
**Opening Date:** October 26, 2018  
**Closing Date:** November 17, 2017 or until filled  
**Start Date:** January 2018

The United States District Court for the Western District of Arkansas is accepting applications for an Information Technology Specialist. The Western District of Arkansas serves 34 counties located primarily in the western half of the state. The court is headquartered in Fort Smith and has staffed divisional offices in El Dorado, Fayetteville, and Texarkana as well as an unstaffed office in Hot Springs. The District has three district judges, two senior judges, three magistrate judges, and one recalled magistrate judge.

This position is located in Fayetteville, Arkansas, and primarily provides IT support to District Court, Probation, and Bankruptcy Court staff located in the Fayetteville Division. Duties include support of local computer systems, including networks, personal computers, portable electronic devices, and courtroom technology. Additionally, this position supports a number of off-the-shelf software applications, major national systems, and systems developed or customized for local use.

The ideal candidate is proficient in all aspects of information technology, has excellent communication skills, and is team-oriented. Database administration skills, especially with Informix, is a plus. Supervisory experience is also highly desirable.

#### **Representative Duties:**

Monitors day-to-day operations of equipment and systems. Diagnose and remedy computing system problems, both hardware and software, utilizing technical resources and other IT staff.

Install or assist in the installation of new or revised releases of software and national systems.

Serve as technical administrator for CM/ECF and other national and locally developed systems.

Create and maintain data dictionaries. Develop and perform software system testing and validation procedures and documentation.

Advise the court in areas of technology support, requirements, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation. Respond to questions or requests by judges and court staff.

Support a large quantity of mobile computing devices including iPads, iPhones, Surface Pros, and laptop computers.

Installation, use and development of applications such as Microsoft Office, Lotus Notes (with migration soon to Microsoft Exchange/Outlook), Internet Explorer, Adobe Acrobat Professional, and other miscellaneous products.

Provide instruction and training on use and support of national and locally developed or customized systems.

Proficient in Active Directory and Windows 7/10, including installing and testing software update releases for compatibility with existing hardware and systems.

Provides day-to-day IT backup. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving software and computer system problems.

Develop, implement, and manage large and small scale projects from inception to delivery, including developing project plans, design plans, and time lines.

Maintain contact with other IT staff in other divisions for the purpose of staying knowledgeable of developments, techniques, and user programs. Stay current on Judiciary developments and trends in technology.

Using technical knowledge, assist in determining hardware and software requirements.

Receive, inventory, and configure hardware for deployment as directed by IT management.

Help maintain and support courtroom Audio/Video equipment and applications.

Oversee the administration, operation, back-up, and support of automation, including network systems (WAN and LAN), servers (Linux, Windows, VMware), remote access, desktop computers and applications, hardware, websites, courtroom technologies, audio-video systems, telephones, mobile devices and any new and emerging technologies.

Occasional travel to other divisional offices.

Performs other duties as assigned.

**Qualifications:**

A minimum of three years of progressively responsible levels in office automation systems, data processing and data communications. Candidate must have excellent communication skills, ability to prioritize, and ability to work in a team-based environment. Experience should include user applications, terminology, and methodology. Demonstrated accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. Thorough knowledge of PC software and hardware in order to provide excellent technical support. Database administration knowledge and experience is highly desirable. LAN/WAN experience as well as Judiciary experience preferred.

**Desired Qualifications:**

- A bachelor's degree or higher in Information Technology or related field.
- Knowledge of computer systems and networks, including skill in determining causes of operating errors.
- Skill in generating or adapting programs, equipment and technology to serve user needs.
- Knowledge of court operations.
- Knowledge of software testing methods, practices, and preventive maintenance activities.
- Proficiency in maintaining multiple information technologies systems using programming languages and operating systems.
- Candidate should be a forward thinking team player, with a can do attitude and excellent customer service skills.
- Willingness to dig in and work as needed at all levels of IT.
- Ability to prioritize and delegate as needed.
- Experience implementing new technologies.
- Experience using or certification in VMware (VCP, VCE, etc.).
- Experience using or certification in Microsoft Systems (MCSE, MCSA, etc.).
- Applicable knowledge of A/V systems and Courtroom Technology (BiAmp, Crestron, AMX, etc.)
- Knowledge of security software and procedures. (CompTIA Security+, Certified Ethical Hacker, etc.)

**Benefits:**

Federal benefits include paid vacation and sick leave, ten (10) paid holidays, and retirement benefits. Optional benefits include health and life insurance, disability insurance, long term care insurance, dental and vision insurance, and participation in the court's flexible benefits program. Please visit <http://www.uscourts.gov/careers/benefits> for additional information.

**Conditions of Employment:**

Applicants must be U.S. citizens or permanent resident seeking U.S. citizenship.

All court employees are in the excepted service and are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants to review upon request.

All employees of the U.S. District Court (except Law Enforcement Officers) are considered “at will” employees and may be terminated with or without cause.

Applicant may travel regularly within the district to other divisional offices.

As a condition of employment, the selected candidate must complete a background check investigation, including a FBI fingerprint check. The position is subject to the mandatory electronic direct deposit of salary payment (i.e. Direct Deposit). All court employees are at will, and therefore the selected candidate may be removed from this position at any time if the selected candidate fails to perform at a satisfactory level.

The court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. The court will only communicate with those qualified applicants who are selected for interview. If you are not notified, another applicant was selected.

**Application Procedures:**

Candidates wishing to apply must submit an application packet which includes:

- A cover letter of interest that addresses qualifications and relevant experience;
- A current resume including salary history;
- Names and contact information for three professional references; and,
- Form AO78, Application for Judicial Branch Employment, which may be obtained at the following address: [www.uscourts.gov/services-forms/forms](http://www.uscourts.gov/services-forms/forms).

**Application documents should be emailed in PDF format to Mary Sue Jones, Operations Manager, at the following address: [mary\\_sue\\_jones@arwd.uscourts.gov](mailto:mary_sue_jones@arwd.uscourts.gov)**

*The United States District Court is an Equal Employment Opportunity Employer*  
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