



United States District Courts Western Arkansas

Vacancy Announcement: IT Support Specialist

Position Type: Full-Time, Permanent

Location: Fort Smith, AR

Salary Range: CL27-CL28 (\$51,208-\$99,762) depending upon qualifications and experience.

Opening Date: Monday March 16th, 2020

Closing Date: Open until filled. Applications received by Monday March 30, 2020 will be given preference.

POSITION OVERVIEW

The U.S. District Court for the Western District of Arkansas is seeking qualified applicants for the position of Information Technology Support Specialist. The Information Technology Support Specialist provides administrative and technical support to the court in a wide range of areas. Information Technology Support Specialists perform routine troubleshooting and support for end user activities. Incumbents also provide technical support in installing, configuring, and maintaining computer hardware and software programs. Information Technology Support Specialists perform routine network administration as well as more complex network administration duties, including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures.

REPRESENTATIVE DUTIES *(not all inclusive)*

- 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 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.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent.
- Two years of specialized experience in office automation systems, data processing and data communications. 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. Candidate must have excellent communication skills, ability to prioritize, and ability to work in a team-based environment.

PREFERRED 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.).
- Knowledge of security software and procedures. (CompTIA Security+, Certified Ethical Hacker, etc.)
- Experience using Informix

CONDITIONS OF EMPLOYMENT

Applicants must be a U.S. citizen or be eligible to work in the United States. The selected candidate must successfully complete a background investigation with periodic updates every five years thereafter. The applicant selected will be hired provisionally pending successful completion of the investigation. The position is subject to mandatory electronic fund transfer (direct deposit) for salary payment (bi-weekly). Judiciary employees serve under excepted appointments and are considered "at will." Employees are required to adhere to the Code of Conduct for Judicial Employees which can be found at www.uscourts.gov.

BENEFITS

Federal benefits include paid vacation and sick leave, ten (10) paid holidays per year, 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.

APPLICATION PROCEDURES

Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense. Qualified applicants should submit a complete applicant's packet which includes: (1) a letter of interest that clearly outlines how your skills, education, and experience relates to the job duties, (2) a current and detailed resume, and (3) a completed Application for Judicial Branch Federal Employment (Form AO-78). You may download this form from the U.S. Courts website: <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>. Incomplete packets will not be considered. Email your complete packet to: heather_burns@arwp.uscourts.gov (single PDF document preferred). Please reference the vacancy announcement number and title in the subject of the email. Only applicants selected for an interview will be contacted.

The Court reserves the right to modify the conditions of this job announcement or withdraw the announcement, which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable timeframe of the original announcement, the Clerk of Court may elect to select a candidate from the original qualified applicant pool.

The U.S. District Court for the Western District of Arkansas is an Equal Employment Opportunity Employer

