



**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF OHIO**

Vacancy Announcement 16-08

POSITION: Automation Support Specialist	NUMBER OF POSITIONS: One (1)
DUTY STATION: Akron, Ohio	SALARY RANGE: CL 24 to CL25 (\$36,872 - \$66,181)
POSITION TYPE: Full Time - permanent	<i>(Promotion potential to CL25 without further competition)</i>
OPENING DATE: May 3, 2016	CLOSING DATE: Open until filled (First consideration given to applications received by May 23, 2016)

Join the United States District Court's team of energetic, career minded professionals! The U.S. District Court offers an opportunity for self-motivated individuals with excellent interpersonal, automation, and analytical skills with a strong work ethic to launch or continue a career in public service. Our fast paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement.

POSITION OVERVIEW

The United States Court for the Northern District of Ohio is located in Cleveland, Ohio with divisional offices in Akron, Toledo and Youngstown. The District Court's automation support team provides services to a total of 20 judges and 250+ staff members in chambers, the Clerk's Office, and the Pretrial Services & Probation Office. We are seeking an Automation Support Specialist for our Akron office. This specialist reports to the AV/Desktop Supervisor. There will be routine travel within our district as well as occasional travel outside of our district for meetings, conferences, and/or training. Starting salary is dependent upon qualifications and experience.

ENVIRONMENT

The essential functions of the Court operate on national applications developed by the Judiciary, including case filing and case management, probation/pretrial offender case tracking, jury administration systems, financial applications, etc.). Training will be provided on these applications.

Locally, our desktop environment consists of VMWare View running Windows 7 virtual desktops on zero clients. Key desktop products include WordPerfect, Lotus Notes, Adobe Acrobat and MS Office. Other hardware support includes mobile devices such as iPhones, iPads and Microsoft Surface Pro as well as laptops. Electronic courtrooms and videoconferencing are also supported at all locations.

REPRESENTATIVE DUTIES:

- Provides day-to-day support and training to Judicial Officers and their staff, Clerk's Office, Probation and Pretrial Services Office including, but not limited to: Lotus Notes email, Microsoft Office applications, WordPerfect, Adobe Acrobat, national and customized applications, video teleconference equipment, and courtroom technology.
- Performs routine troubleshooting to correct end user's problem and follows up until solution is found. Responds to inquiries concerning systems operations and diagnoses system hardware, software and operator problems. Refers major problems to appropriate IT staff for resolution.
- Instructs users in use of equipment and software. Provides information and assistance to user on desktop applications, devices, and remote access.

- Assists with support of courtroom technology systems, electronic mail systems and communication devices.
- Tests and loads specified software packages such as operating systems, word processing or spreadsheet programs; verifies that the system or program is operating correctly.
- Tests and installs hardware components such as monitors, keyboard, printers and scanners, as well as new client software applications.
- Completes technical or analytical project tasks as assigned; creates documentation regarding support and/or project activities.
- Provides assistance in procurement and inventory taking of automation related systems.
- Performs other technology related duties as required.

QUALIFICATIONS:

The Court seeks an individual who possesses a “can do” attitude with excellent interpersonal and customer service skills. The ability to effectively troubleshoot technical problems, follow through, and meet deadlines in a fast-paced environment is critical. Proficiency in Windows and Microsoft Office products is required.

PREFERRED QUALIFICATIONS

An undergraduate degree from an accredited college or university in computer science or related field, or substantial work experience in a related field is strongly preferred.

Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills and abilities to successfully perform the duties of the position.

Examples include experience related to the technical configuration, maintenance and troubleshooting of computer hardware and software, mobile devices, peripherals, databases, enterprise applications, IP telephony and audio/visual technologies. Experience includes data and voice communications, wireless, remote connectivity, as well as technology terminology, methodology, workflow and experience in end-user support and training.

CONDITIONS OF EMPLOYMENT:

Applicants must be U.S. citizens or eligible to work in the United States. A background investigation with law enforcement agencies, including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

INFORMATION FOR APPLICANTS:

Applicants selected for interviews must travel at their own expense. 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 an interview. If you are not notified, another applicant was selected.

No phone calls please.

Judiciary employees serve under excepted appointments and are considered “at will” and can be terminated with or without cause by the Court. The U.S. Courts require employees to adhere to a Code of Conduct that is available to applicants for review at the court's web site www.ohnd.uscourts.gov

BENEFITS:

- This is a full-time, permanent position with benefits including:
- 10 paid holidays per year
- 13 days paid vacation for the first three years of full-time employment. Thereafter, 20 to 26 days per year dependent upon length of federal service
- 13 days of paid sick leave per year (unlimited accumulation)
- Choice of a variety of employer-subsidized federal health and life insurance plans
- Mandatory participation in the Federal Employees Retirement System
- Optional participation in the Thrift Savings Plan
- Optional Long-term disability and long-term care insurance
- Optional participation in The Flexible Benefit and Commuter Benefit Programs

HOW TO APPLY:

To apply, submit a cover letter (including position title and announcement #), a detailed resume, two professional references, and completed application form AO78, available at the court's web site www.ohnd.uscourts.gov to the address below. Applications may also be e-mailed to **apply@ohnd.uscourts.gov**. E-mailed documents must be in Word, WordPerfect or PDF format. Use only one method of application. No faxes please. **Incomplete submissions will not be considered.**

United States District Court
Carl B. Stokes U.S. Court House
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Cleveland, OH 44113-1830

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.