

U.S. District Court
Northern District of Ohio
Career Opportunity
VA #18-08



Automation Support Specialist

Location: Cleveland, Ohio

Reports to: AV/Desktop Supervisor

Position Type: Full-time permanent

Area of Consideration: All qualified applicants

Classification: CL 25 to CL 26

Salary Range: \$42,116 - \$75,416

Posted: June 6, 2018

Closes: Opened until filled – first consideration will be given to applications received by June 22, 2018.

Applicants who previously applied under this announcement will be considered and need not reapply. You may re-submit if there is an update to the previous application submitted.

POSITION SUMMARY:

If you have a passion for technology and an interest in being hands on with a wide array of technology, we want to hear from you! We are seeking a talented candidate with varied technical experience that is customer oriented, adaptable, and eager to learn and explore. You will be working with a highly collaborative team across our district and be involved in activities such as user support, training, and special projects bringing innovation to the Judiciary.

This position is in the consolidated Information Technology Department of the United States District Court for the Northern District of Ohio, providing support to 19 judges and 250+ staff members in chambers, the Clerk's Office, and the Pretrial Services & Probation Office. The Automation Support Specialist will provide help desk support for end users and perform work related to setting up, maintaining, and supporting computer systems and mobile devices including hardware and software, wired and wireless synchronization, and mobile computing. The incumbent will also assist with audio/video needs in courtrooms and conference rooms. The duty station is Cleveland, with some routine travel within our district (Akron/Toledo/Youngstown) as well as occasional travel outside of our district for meetings, conferences, and/or training. Starting salary is dependent upon qualifications and experience. Promotion potential to CL 26 without further competition.

By joining our team, you play a part in serving and protecting our community.

REPRESENTATIVE DUTIES:

- Provides day-to-day assistance and service to court staff via telephone or in-person on programs and systems such as: 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 a solution is found. Refers major problems to appropriate IT staff for resolution.
- Prepares and distributes new hardware including PC desktops, printers and mobile devices.
- Provides end-user training on hardware/software (one-on-one, groups, webinars) and assists with the creation of training materials and documentation for presentation or reference.
- Provides information and assistance to users on desktop applications, devices, and remote access.
- Supports courtroom technology systems, electronic mail systems and communication devices.

- Tests and loads specified software and hardware for users and verifies that systems, programs and equipment are operating correctly.
- Completes moderately complex, 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 general IT support services as required and other IT duties as assigned.

QUALIFICATIONS: (Qualifications must be met at the time of application)

The ideal candidate possesses two years of specialized experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, audio-visual technologies, mobile devices and their applications, terminology, methodology, and experience in end-user training. The Court seeks an individual who possesses a “can do” attitude with excellent interpersonal communications skills and the ability to effectively troubleshoot technical problems and manage multiple projects simultaneously. Proficiency in Windows and Microsoft Office products is required.

Preferred qualifications include: An undergraduate degree in a computer-related field or substantial experience that would substitute for a bachelor’s degree.

BENEFITS:

Employees of the U.S. District Court are eligible for, but not limited to, the following employment benefits:

- Accrual of paid vacation and sick leave days; and paid holidays
- Participation in pre-tax benefit programs (health, dental, and vision insurance programs, flexible spending accounts, commuter reimbursement benefit)
- Group life insurance and long term care insurance
- Participation in the Federal Employees Retirement System (FERS)
- Traditional (pre-tax) and Roth (post-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions
- Federal court employees can join the Federal Court Clerks Association, a national, professional court organization
- Fitness center
- Transit subsidy

HOW TO APPLY:

Email the following documents IN A SINGLE PDF to apply@ohnd.uscourts.gov. ALL DOCUMENTS MUST BE PROVIDED TO BE CONSIDERED FOR THIS POSITION:

- Subject of Email should read: **Vacancy 18-08-Automation Support Specialist**
- Cover Letter addressing your particular skills and experience; with an explanation of how those skills and experience may contribute to the organization.
- Current Resume.
- List of three (3) professional references.
- Completed Employment application (AO78) found at this link:
<http://www.ohnd.uscourts.gov/careers>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

First consideration will be given to application packets received not later than the close of business (5:00 p.m. EST), on June 22, 2018.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.

All applicants must be a U.S. Citizen or be eligible to work in the United States. All appointments subject to FBI Fingerprint background investigation; with periodic reinvestigation, if applicable. Retention depends on favorable suitability determination. Judiciary employees serve under excepted appointments, and are considered "at will" and can be terminated with or without cause by the Court. All appointments are subject to mandatory electronic funds transfer. All employees are required to adhere to the Code of Conduct for Judicial Employees that is available to review at <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.