

U.S. District Court
Northern District of Ohio
Career Opportunity
VA #20-20
IT/Operations Specialist



Location: Youngstown, Ohio

Reports to: Deputy-in-Charge

Position Type: Full-time permanent

Area of Consideration: All qualified applicants

Classification: CL 24 – CL 25

Target Starting Salary Range: \$38,298 - \$49,812

Posted: August 21, 2020

Closes: Opened until filled – first consideration will be given to applications received by September 4, 2020.

The U.S. District Court for the Northern District of Ohio is comprised of eleven authorized District Judgeships, four senior judges, and seven magistrate judges. The Northern District of Ohio is headquartered in Cleveland and has divisional offices in Akron, Toledo and Youngstown. The Court has an immediate opening for an IT/Operations Specialist in our Youngstown courthouse.

The Clerk's Office offers an opportunity for a team player who is self-motivated, detail oriented with excellent interpersonal communications skills, good technology support skills, basic problem-solving skills and a strong work ethic. Our fast-paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for bright people with strong initiative, flexibility and ability to multi-task. Starting salary dependent upon qualifications and experience. Promotion potential to CL 25 without further competition.

POSITION OVERVIEW:

The IT/Operations Specialist will perform various IT and operations functions. The IT duties include but are not limited to assisting employees with routine computer and systems support requests; escalating non-routine problems to the next level of IT support; providing assistance with web access and support for office and national applications; supporting audio-visual equipment/needs.

The operations duties include but are not limited to the following: providing internal and external customer service, docketing and data quality control of both civil and criminal records, scanning of documents, mail processing, jury department and courtroom deputy support.

The incumbent is a member of the Clerk's Office operations staff and provides services to the bench, bar and public. Travel between divisional offices in Akron, Cleveland and Toledo may be required based on the operational needs of the Clerk's Office.

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

A minimum of one year of specialized experience related to the technical aspects of office automation and clerical duties to include: support of hardware/software, internal and external user support, data quality control and demonstrate the ability to apply a body of rules and regulations.

Preferred qualifications include:

- Bachelor's or Associate's degree from an accredited college or university
- Experience supporting IT Help Desk and/or audio-video and videoconference hardware and software

REQUIRED SKILLS:

- Proficiency with Windows-based applications, spreadsheets, Word and Adobe PDF files. Ability to learn the basics of national court systems
- Outstanding customer service and support skills
- Ability to communicate effectively, both orally and in writing
- Ability to apply a body of rules, regulations, directives or laws
- Strong attention to detail and organization skills
- Ability to maintain strict confidentiality and work under deadlines
- Problem solving skills
- Ability and willingness to travel occasionally to district offices

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

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 20-20 IT/Operations 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 September 4, 2020. Due to the volume of applications received, the Court will only contact those applicants who will be interviewed.

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.