

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



Automation Support Specialist (Help Desk)

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: March 29, 2018

Closes: Opened until filled – first consideration will be given to applications received by Friday, April 13, 2018.

The U.S. District Court for the Northern District of Ohio is comprised of eleven authorized District Judgeships, two 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 Automation Support Specialist in our Cleveland courthouse.

POSITION SUMMARY:

The District Court's automation support team provides services to 19 judges and 250+ staff members in chambers, the Clerk's Office, and the Pretrial Services & Probation Office. 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. Promotion potential to CL 26 without further competition.

ENVIRONMENT:

The essential functions of the Court operate on national applications developed by the Judiciary. Training will be provided on judiciary-specific applications as necessary. Locally our desktop environment consists of VMWare View and Windows 7 virtual desktops using 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 supported at all locations, as well as judiciary national applications.

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. Responds to inquiries concerning systems operations and diagnoses system hardware, software and operator problems. Refers major problems to appropriate IT staff for resolution.
- Prepares (may include imaging, configuration or other duties) and distributes new hardware including but not limited to; 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.

SPECIALIZED EXPERIENCE:

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.

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 Friday, April 13, 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.