

**United States Bankruptcy Court
Northern District of Ohio**



Vacancy Announcement #23-05

Position: Director of Information Technology (IT)

Duty Station: Akron, Canton, Cleveland, Toledo, or Youngstown, OH*

Salary/Grade: CL 30-31 (\$93,102, - \$183,500)

Position Type: Full-Time, Permanent

Opening Date: 3/7/2023

Closing Date: Open until filled. Priority given to applications received by 4/6/2023.

**This position will require frequent on-site work conducted at the duty station and districtwide offices. Periodic telework may be available, as determined by operational need.*

The United States Bankruptcy Court for the Northern District of Ohio (the "Court") is accepting applications for the position of Director of Information Technology (IT). The Court is comprised of 47 clerk's office staff supporting eight judgeships. The Court serves the 40 northernmost counties in the State of Ohio, with locations in Akron, Canton, Cleveland, Toledo, and Youngstown.

Position Summary:

The Director of IT (or IT Director) is responsible for the management of all Court automated systems. The IT Director is supported by the Assistant IT Director and manages, develops, evaluates, and mentors the seven IT Department staff. The IT Director is a valued member of the Court management team, participating in management meetings and contributing to development and refinement of strategic planning, process improvement, and efficiency efforts. The IT Director must possess the IT, leadership, and management knowledge, skills, and experience necessary to oversee all functions within the department, develop policy, and ensure compliance with local and national policies, procedures, and practices, inclusive of IT spending plan, internal controls, and audit aspects. The IT Director is a proven project management professional and supervises implementation of IT systems, inventory, security, and other initiatives. The IT Director reports to the Clerk of Court and provides regular written and oral progress and other reports to the Clerk, and to the Judges and judicial Technology Committee, as requested.

Representative Duties/Automated Systems and Project Management:

The representative duties in this and the following section are intended to provide generalized examples of major duties and responsibilities that are performed by this position and do not reflect all duties assigned.

- Analyze Court technology use and needs and annually develop and present short- and long-term plans for the Court and IT Department.
- Evaluate all equipment, systems, and configurations to make regular recommendations for upgrades, modification, and replacement.

- Develop policy and monitor effectiveness of security and maintenance for hardware, software, networks, data, and equipment. Ensure regular testing and plan updates.
- Ensure safety, security, and integrity of data to include user access, off-site storage, and security procedures. Ensure patches and hotfixes are applied in a timely manner.
- Ensure robust monitoring systems are installed, configured, upgraded, and maintained to alert appropriate IT staff when server room or data closet environments or systems are outside established parameters.
- Maintain security segregation of duties for program development and the systems administration staff.
- Ensure the Department strives to meet all parameters as defined in the IT Security Scorecard, and consistently work towards continuous improvement in the court's IT security posture. Respond in a timely manner to Security Operation Center (SOC) notifications and verify all high-risk vulnerabilities are mitigated prior to deployment of a system. Ensure system log files are collected, analyzed, and stored according to Administrative Office of the U.S. Court (AO) policies and procedures.
- Supervise the annual review and update of Court IT Security Policies and Plans and monitor Court-wide completion of mandatory annual IT security training.
- Manage the IT portion of the Court Continuity of Operations Plan (COOP). Conduct annual COOP tests and recommend appropriate updates to ensure seamless execution of IT duties, when needed.
- Participate in technology meetings, discussions, and trainings locally and nationally, integrating beneficial systems and methods districtwide, as appropriate, in consultation with the Clerk of Court and management team.
- Ensure compliance with changing legislation, rules, procedures, and directives, making appropriate system changes in consultation with the Clerk of Court and management team.
- Ensure the automation equipment inventory is accurate and current.
- Oversee implementation and maintenance of courtroom technology.
- Perform other duties as assigned.

Representative Duties/Department and Staff Leadership and Management:

- Oversee daily Department operations, establish priorities, set deadlines, and conduct workflow analyses.
- Supervise the Assistant IT Director and six staff and manage leave and attendance.
- Conduct regularly scheduled staff meetings.
- Establish and communicate performance expectations and project priorities, both short- and long-term, assign work and projects, and evaluate staff performance.
- Manage, develop, and mentor Department staff and other staff involved in IT activities.
- Develop and oversee IT training programs for Department and Court staff, as appropriate, and provide advice and assistance to all users in the effective use of automated resources.
- Ensure personal, staff, and IT Department compliance with applicable provisions of the Guide to Judiciary Policy, Code of Conduct for Judicial Employees, Employment Dispute Resolution Plan, Employee Handbook, Internal Controls Manual, and other national and local guidance and directives.
- Assist the Clerk of Court and Budget Manager in developing and updating the IT spending plan, by identifying necessary IT purchases, and by monitoring IT maintenance and software contracts.
- Prepare and submit IT hardware, software, and related operational procurement requests.
- Interact effectively with internal and external clients to provide responsive service and solutions.

Required Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Science, Information Systems, Engineering or a related field, or relevant certifications.
- At least five years of specialized experience with principles, practices, and techniques related to the IT field, including the latest developments in computer hardware and software.
- At least five years of progressively responsible administrative, technical, professional, supervisory, or managerial experience, including experience developing effective interpersonal work relationships and knowledge of management concepts necessary to lead teams.
- Experience supporting and securing a Windows Active Directory network environment.
- Experience with Microsoft Windows domain administration and client deployment.
- Experience with Distributed File System (DFS).
- Thorough understanding of Linux server administration. Experience with WAN/LAN networking, and operating systems.
- Thorough understanding of telecommunications systems and programs, such as Cisco Jabber.
- Experience with remote collaboration tools, such as Microsoft Teams and Zoom.
- Thorough understanding of IT security theories and best practices, security appliances, firewalls, endpoint security controls (including anti-virus, anti-malware, application control, web threat protection), network security, and network traffic analysis.
- Experience administering, establishing, and/or implementing large automation systems.
- The ability to effectively communicate orally and in writing with judges, clerk's office and chambers staff, the bar, and the public.
- Strong leadership skills and a commitment to develop a supportive, collaborative team environment, including mentoring and training Department staff to achieve and assume higher levels of knowledge and responsibility.
- Possess a high degree of emotional intelligence expressed in aptly applied self-awareness, self-management, empathy, social adeptness, and motivation.
- The ability to manage projects efficiently and meet established deadlines.
- The ability to exercise good judgment and take initiative.
- The ability to interact with non-technical users in a professional and supportive manner.
- The ability to travel is required. Travel requirements would be considered light.

Preferred Qualifications:

- Master's Degree in Information Technology Management, Public, Business, or Judicial Administration, or a related field from an accredited college or university.
- At least five years' experience managing a group of dynamic IT infrastructure and application development professionals with a broad range of responsibilities.
- Courtroom audio and video technology and cybersecurity experience.
- Experience with the U.S. Courts' NextGen Case Management/Electronic Case Filing (CM/ECF) system, HTML, web services, SharePoint, and Microsoft Office 365 Suite.
- Experience with KACE, Nessus, and Splunk security tools.
- Prior management experience in a court setting.
- Prior management experience working with remote staff.
- Agile project management skills.

Conditions of Employment:

Employees of the United States Courts are not included in the government's Civil Service classification and are considered "at will" employees.

Applicants must be United States citizens or lawful permanent residents actively seeking citizenship. The IT Director position is a *High-Sensitive* position within the Federal Judiciary. As a condition of employment, the selected candidate must successfully complete an Office of Personnel Management moderate risk background investigation (including FBI National Criminal History Fingerprint check, a credit search, references, and a five-year local law enforcement and court records review). Employment will be considered provisional, pending a favorable suitability determination based on the results of the background investigation. The IT Director is subject to updated background investigations every five years.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

Benefits:

The United States Bankruptcy Court offers an attractive benefits package to full-time permanent employees. Some of these benefits are optional and require employee payment or co-payment. Available benefits include:

- 11 Paid Federal Holidays
- 13 Days Paid Vacation (per year for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- 13 Days Paid Sick Leave
- Medical, Dental, Vision Coverage
- Life Insurance
- Thrift Savings Plan with matching funds (Traditional & Roth 401k)
- Participation in Federal Employees Retirement System (FERS-FRAE)
- Health, Dependent, Limited Purpose, & Commuter Reimbursement Programs
- Public Transit Subsidy Program
- Credit for prior government service

Application Process:

Qualified persons are invited to apply online at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=l4gsd9zw&pos=23-05>
on the Court Info / Employment section of the court website at www.ohnb.uscourts.gov.

To be considered, applicants must submit a letter of interest, detailed résumé, list of professional references (at least three), and a completed AO-78 Application for Judicial Branch Federal Employment (available by clicking “download” in the Attachments section of the application), must be received by 11:59 PM on the announcement closing date. All applicable sections of the AO-78 must be completed, and the form must be signed and dated. “See résumé” entries are considered non-responsive. Please provide answers to Questions 18, 19, and 20 on the AO-78 since answers to those questions are required for this position. The AO-78 is designed to accept digital signatures. Applicants without access to digital signature software are required to print, sign their “wet” signature, and scan the signed form to be compliant with application submission requirements. Only applicants selected for an interview will be contacted. No telephone calls will be accepted.

Applicants selected for an interview must travel at their own expense.

The court provides reasonable accommodations to applicants with disabilities.

The court reserves the right to modify the conditions of this vacancy announcement, to withdraw the vacancy announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior notice.

The United States Bankruptcy Court is an Equal Opportunity Employer