

United States Bankruptcy Court Middle District of Louisiana



Vacancy Announcement

Position:	Information Technology Administrator
Duty Station:	Baton Rouge, LA
Classification Level:	Court Personnel System, CL 27 / CL 28
Starting Salary Range:	\$55,193 to \$72,168 (based upon qualifications)
Max Salary Range:	up to \$93,831
Position Type:	Permanent, Full-Time
Posting Date:	July 12, 2017
Closing Date:	until position is filled
Announcement Number:	2017-02

Position Overview

The United States Bankruptcy Court for the Middle District of Louisiana is seeking qualified applicants for the full-time position of Information Technology Administrator. This position is located in the IT department of the Clerk's office and reports to the Director of IT. This position provides technical support to the court unit in a wide range of areas, including configuring hardware and software programs, assisting with courtroom technology tasks and projects, and providing support for complex technology issues.

Representative Duties:

- Administer the day-to-day operations and support of virtual and physical environments for desktop PCs and servers.
- Administer the day-to-day operations and support of multiple networks.
- Responsible for Microsoft Active Directory in a mixed computing environment.
- Assist in the implementation of computer security measures to safeguard technology and court information. Develop and perform intrusion detection to verify effectiveness of security.
- Answer help desk requests received via phone, email and chat sessions. Diagnose, research and document solutions to these requests.
- Develop and implement short-term and long-range automation improvement plans for the court, ensuring the changes can be implemented with minimal disruption at the court site.
- Provide users with professional, technical training in all areas concerning servers and their operating systems, including all relevant software, tools, and utilities.
- Participate in the development, testing and implementation of disaster recovery procedures for critical systems to ensure continuous operation of court systems.
- Ensure that all systems are designed, maintained, and operated to meet local and national standards.
- Recommend, configure, and install pro-active monitoring tools.
- Document and diagram server structures and external processes.
- Configure, deliver and install desktop and laptop computers, monitors, printers and related hardware and accessories.
- Maintain hardware and software via installation of firmware updates, software updates and patches.
- Troubleshoot problems with the operation, performance and/or functionality of desktop application software and hardware as well as courtroom audio and video systems.
- Provide support for mobile computing devices and remote access.
- Perform other duties as assigned.
- This position requires physical demands such as moderate heavy lifting.

Minimum Qualifications:

- High school diploma or equivalent.
- Five years of advanced experience with installation, configuration, maintenance, and support of information technology systems & networks.
- Experience with VMWare ESXi.
- Experience with Microsoft Windows Active Directory, DNS, DHCP, and DFS.

- Experience with networking equipment including routers, switches, and wireless technologies (preferably Cisco).
- Experience with Network-attached storage.
- Knowledge of theories, principles, practices and techniques of computer hardware and software applications.
- Ability to identify new products and solutions to implement new technologies.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Ability to work as part of a team.
- Must be an innovative and a creative problem solver who can effectively work with management on projects and daily challenges.
- Must be able to manage multiple priorities and projects and work with limited supervision.

Preferred Qualifications:

- Bachelor's degree in Computer Science, MIS or related field.
- Experience as a U.S. Courts employee.
- Experience with VMWare Horizon (VDI)
- Knowledge of relational database fundamentals and experience with database applications such MySQL and Microsoft SQL server.
- Knowledge of professional grade digital audio and video components and control systems used in electronic courtrooms for evidence presentation and recording court hearings.
- Experience with NetApp Storage Systems.
- Experience VoIP systems such as Cisco.
- Experience with website development.

Employee Benefits:

Judiciary employees serve under excepted appointment (not civil service). Employees working at least 20-hours per week are eligible for some benefits.

- Ten (10) paid Federal holidays.
- During the first three years of full-time employment, employees receive 13 days of paid vacation. Thereafter, between 20-26 days of paid vacation depending upon the length of federal service.
- Employees receive 13 days of paid sick leave (unlimited accumulation)
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Tax deferred retirement savings and investment plan under Thrift Savings Plan (TSP) with employer matching contributions.
- Health benefits under the Federal Employees Health Benefits Program (FEHB)
- Supplemental Dental and Vision Benefits offered through Federal Employees Vision and Dental Plan (FEDVIP).
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FGLI).
- Flexible Benefits Program for Health Care Reimbursement and Child Care Reimbursement

- Long Term Care Insurance through the Federal Judiciary or the Office of Personnel Management (OPM).
- On-site assigned parking
- This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings.

Additional Information:

New selectees are subject to a background check and subsequent favorable suitability determination.

Disclosures:

The United States Bankruptcy Court reserves the right to modify the conditions of this vacancy announcement, and/or fill multiple positions from this vacancy announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior written notice. The United States Bankruptcy Court requires employees to adhere to a Code of Conduct for Judiciary Employees. The Court will not reimburse candidates for travel in connection with the interview or pay for any relocation expenses. Only those interviewed will be notified of the selection outcome.

The United States Bankruptcy Court for the Middle District of Louisiana is an Equal Opportunity Employer

Application Procedures:

Applicants must be citizens of the United States.

Qualified candidates should submit a complete applicant's packet which includes:

- Letter of interest (cover letter)
- Current / detailed resume
- Completed AO-078 Federal Judicial Branch Application For Employment which can be found at <http://www.uscourts.gov/forms/AO078.pdf>

Applications will not be considered complete until all items listed above have been received.

Please submit completed applications via e-mail to:

cory_ewing@lamb.uscourts.gov

(Attachment must be saved as one PDF file)

Or to:

Director of Information Technology
United States Bankruptcy Court, Middle District of Louisiana
707 Florida Street, Room 119
Baton Rouge, Louisiana 70801