

UNITED STATES BANKRUPTCY COURT
MIDDLE DISTRICT OF LOUISIANA



NOTICE OF VACANCY

*The United States Bankruptcy Court for the Middle District of Louisiana is accepting applications for the position of **IT Support Specialist**.*

ANNOUNCEMENT NUMBER:	19-1
LOCATION OF POSITION:	Baton Rouge, Louisiana
POSITION TITLE:	Information Technology Support Specialist
CLASSIFICATION LEVEL:	Court Personnel System, Classification Level 26-27
ANNUAL SALARY RANGE:	\$44,562-\$53,551, depending on experience Potential up to \$79,617
OPENING DATE:	MAY 3, 2019
CLOSING DATE:	OPEN UNTIL FILLED. PRIORITY CONSIDERATION GIVEN TO APPLICATION PACKAGES RECEIVED BY MAY 24, 2019
STARTING DATE:	TBD

- Starting salary commensurate with experience, qualifications, and salary history.

POSITION OVERVIEW:

The United States Bankruptcy Court for the Middle District of Louisiana is seeking qualified applicants for the position of Information Technology Support Specialist. The Information Technology Support Specialist provides administrative and technical support to the court in a wide range of areas. Information

Technology Support Specialists perform routine troubleshooting and support for end-user activities. Incumbents also provide technical support in installing, configuring, and maintaining computer hardware and software programs. Information Technology Support Specialists perform routine network administration as well as more complex network administration duties, including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures.

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 proactive monitoring tools.
- Configure, deliver laptop computers, monitors, printers, thin/thick clients, 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.
- This position requires physical demands such as moderate heavy lifting.
- Perform other duties as assigned.

REQUIREMENTS:

Minimum Qualifications:

- Applicant must be a high school graduate or equivalent.
- Two years of advanced experience with installation, configuration, maintenance, and support of information technology systems & networks.
- 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 with VMWare Horizon (VDI)
- Experience as a U.S. Courts employee.
- Knowledge of relational database fundamentals and experience with database applications such as 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 VoIP systems such as Cisco.
- Experience with website development.

BENEFITS:

Judicial Branch employees are considered "at will" employees and are not subject to the employment regulations of competitive service. However, Judiciary employees are entitled to benefits similar to those of other government employees including: paid annual and sick leave, ten paid holidays per year, health insurance, life insurance, dental and vision insurance, Flexible Benefits Program, Long Term Disability Insurance, Thrift Savings Plan, participation in the Federal Employees' Retirement System, paid on-site assigned parking, and a professional work environment.

CONDITION OF EMPLOYMENT:

Applicants must be U.S. citizens. A background investigation including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention depends on a favorable suitability determination. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

APPLICATION PROCEDURES:

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>
- Professional references with contact information.

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

Please submit completed applications via e-mail to:

humanresources@lamb.uscourts.gov

(Attachment must be saved as one PDF file)

Or to:

Director of IT

United States Bankruptcy Court, Middle District of Louisiana

707 Florida Street, Room 119

Baton Rouge, Louisiana 70801

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER