



## United States Court of Federal Claims

717 Madison Place NW  
Washington, DC 20005

### POSITION VACANCY

<b>Announcement Number:</b>	<b>CFC-2013-01-IT</b>
<b>Position Title:</b>	<b>Information Technology Specialist</b>
<b>Open Date:</b>	<b>March 18, 2013</b>
<b>Close Date:</b>	<b>April 05, 2013</b>
<b>Type of Appointment / Position:</b>	<b>Full Time – Term</b>
<b>Grade / Salary Range:</b>	<b>CL-25 (\$41,285 – \$67,147) Promotion potential up to CL26.</b>
<b>Duty Location:</b>	<b>Washington, DC</b> (conveniently located across from the White House and Lafayette Park, one block from McPherson Square Metro)
<b>Who May Apply:</b>	<b>U.S. Citizens (or persons eligible to work in the United States)</b>

#### **Position Overview and Representative Duties:**

The Information Technology Specialist works in the court's Office of Information Technology located in the National Courts Building, 717 Madison Place, NW, Washington, D.C. The incumbent is responsible for providing technical assistance and help desk support via the telephone and in-person. This is a professional and highly visible position that will provide support to approximately 150 end users. This position will report to the Director of the Office of Information Technology.

This position will be a temporary assignment up to 12 months with the potential of conversion to a permanent position. No relocation expenses will be paid.

#### **General Experience:**

The candidate must have IT support experience and a performance history that demonstrates outstanding customer service and troubleshooting skills. The candidate will be responsible for the installation, configuration and support of computer hardware and software, telecommunications equipment, audio/video equipment, as well as specialized court-related hardware and software. The ideal candidate will have appropriate tact to interact directly with the court's judges and special masters, their chambers personnel, and court staff in order to support their technical needs in chambers, courtrooms, and a remote work sites. The candidate should also have an innate sense of follow-through, team spirit, and professional responsibility for the quality of one's work.

- Responds to help desk calls and e-mails, logs computer problems, and assists with routine problems; problems that are not quickly resolved are escalated to the next level. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts and providing end user training.
- Creates and runs reports. Installs or assists in the installation of upgrades or new or revised off-the-shelf/desktop releases. Installs, configures and documents hardware and software used at the court.

- Provides support for mobile computing devices and remote access. Confirms that back-ups are run. Performs inventory control duties.
- Develops, images, and deploys workstation environments to include the installation and optimization of Microsoft Windows operating systems, commercial productivity suites, Lotus Notes email software and court-developed applications across a variety of desktop and laptop hardware platforms.
- Provides network cabling support.
- Prepares and maintains documentation, standard operating procedures, and checklists for end users and other technicians. Troubleshoots hardware and software problems. Performs basic system support for telephone systems, such as additions, deletions, and moves. Analyzes help desk logs. Creates user accounts. Creates local court forms from off-the-shelf software. Customizes programs for local needs and trains personnel in their use. Provides day-to-day systems backups and verifies the validity of data.
- Develops and maintains user instructions and guides; provides training to users one on one and occasionally in a group setting.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving computer system problems.
- Recommends hardware, equipment, and software updates.
- Ensures that patches, software updates, and virus definitions are applied in a timely manner.
- Configures recording equipment and deploys same to courtrooms or in chambers as requested by court personnel.
- Independently identifies, diagnoses, researches, and remedies complex recording hardware and software errors and other non-standard behaviors as reported by users.
- Deploys, sets-up, and activates video and audio equipment used for evidence presentation in the electronic courtrooms and trains members of the bar in the effective use of the same.
- Interfaces independently with the court's telecommunications vendors to facilitate the scheduling of conference call services.

IT experience in federal courts, law firms, or other legal environments is highly desirable, as is training in or a working knowledge in any of the following areas: Windows 7 & XP in a virtualized environment, Lotus Notes, Android smartphones, Apple iPhones and iPads, Linux systems network management, virus protection, VPNs, video conferencing, electronic evidence presentation equipment, SQL Server, and other areas relevant to the position.

The successful candidate must be a self-starter as well as detail-oriented. Candidate must also be highly organized and tactful, possess good judgment, poise and initiative, and maintain a professional appearance and demeanor at all times. Candidate must have strong prioritizing and problem-solving skills, solid communication skills (written & oral) and be able to communicate effectively with persons within the court as well as with persons outside the court. A demonstrated ability to work harmoniously with others in a "team" environment and to exhibit a professional manner at all times is essential.

## **Required Qualifications:**

To qualify at the CL 25 level: One year of specialized experience equivalent to work at CL-24.

## **Preferred Qualifications:**

The Court requires the candidate to have a Bachelor's degree in Computer Science or a related field. Five (5) years of specialized experience which demonstrates working knowledge, skills, and abilities to successfully perform the duties of the Information Technology Specialist may be substituted for the degree requirement.

## **Benefits:**

10 holidays • 13-26 days annual leave (increases with service) • 13 days sick leave • Federal Employees Retirement System • Thrift Savings Plan • Commuter Benefit Program/Metro Transit Subsidy Program • Flexible Spending Accounts • Credit Union membership • Insurance available for health, dental, vision, life, and long-term care.

## **How to Apply:**

Ensure that your application package contains the following required documents:

- **Cover Letter** (include the Announcement Number and the position title and address your qualifications relating to the duties and responsibilities of this position);
- **Resume**
- **Form AO78 Federal Judiciary Application Form** which can be found at: [www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf](http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf);
- **Three (3) business/professional references with name, affiliation, and contact information;**
- **Salary History for prior three (3) years;**
- If a current Federal Civilian Employee - **your latest Personnel Evaluation and your latest SF-50;**
- If a current or recently discharged or retired military member - **your latest Officer Evaluation Report (OER), Enlisted Evaluation Report (EER) or equivalent, and a copy of your DD Form 214; and**
- **All documents must be in PDF format and are to be E-mailed. Zip files and faxes will not be accepted.**

**Send the application package in an Adobe PDF format to: [uscfcjobs@ao.uscourts.gov](mailto:uscfcjobs@ao.uscourts.gov). Please include the Title and Job Announcement Number in the subject line.**

## **What to Expect Next**

- We will conduct an evaluation of each applicant's qualifications and materials after receipt of a complete application package.
- Applicants selected for an interview will be contacted. Interviews may commence immediately.
- We reserve the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.
- This is an "Excepted Appointment" and an "At Will" position. Federal Government Civil Service classifications or regulations do not apply.
- All appointments are subject to a full background check including an FBI Fingerprint Background Check, as well as periodic reinvestigation.
- If offered employment, such employment shall be provisional pending our receipt of the results of a

mandatory Fingerprint and Background Investigation. Until the background investigation is satisfactorily completed, we may only hire you provisionally. The provisional nature of your hiring, however, will not affect your start date, salary, or other benefits.

- No phone calls please. Only those candidates selected for interview will be contacted.

**An Equal Opportunity Employer**