

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF ILLINOIS



POSITION: Automation Support Specialist
VACANCY NUMBER: 2016-01
LOCATION: Benton, Illinois
SALARY RANGE: CL 25 (\$39,171 to \$63,664) depending on qualifications**
DATE POSTED: January 27, 2016
CLOSING DATE: February 17, 2016, at 4:00 p.m.

** Position is promotion eligible to CL 27 without further competition

POSITION SUMMARY

The United States District Court for the Southern District of Illinois is seeking a full time permanent Automation Support Specialist at its Benton courthouse. The Automation Support Specialist provides automation and helpdesk support for court unit staff and provides technical support in installing and configuring computer hardware and software programs. The Automation Support Specialist performs routine to moderately complex troubleshooting for hardware and software systems.

SUMMARY OF REPRESENTATIVE DUTIES AND RESPONSIBILITIES

Provides information and assistance to court staff via the IT helpdesk, telephone, and in person on software applications such as word processing and data entry, including providing end-user training. Troubleshoots and provides guidance on technical program problems, including assisting with non-routine and more complicated issues. Performs automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Customizes programs for local needs. Prepares and maintains documentation on local programs and computer-related inventory. Assists with office and chambers moves, reconnecting equipment in new locations. Performs other duties as assigned.

The position requires lifting and moving of moderately heavy items, such as computers and audio equipment. Occasional travel to the East St. Louis courthouse will be required. Incumbent may be required to perform duties during non-business hours.

MINIMUM QUALIFICATIONS

Applicant must have one year of specialized experience equivalent to work at the CL 24. Work at a CL 24 involves providing help desk support for end users, providing technical support in installing and configuring computer hardware and software programs, and performing routine troubleshooting. Specialized experience is progressively responsible experience in the computer technical field with working knowledge of computer hardware, software, and systems, which

provided the particular knowledge, skills, and abilities to successfully perform the duties of an Automation Support Specialist.

COURT PREFERRED SKILLS

An associate's degree or certification in a technology related program or currently enrolled in a degree-seeking technology related program. Demonstrated knowledge of computer processes and capabilities, including Windows 7 desktops, Windows Servers, Judiciary proprietary software, and COTS (Common Off the Shelf Software). Excellent analytical, organizational, interpersonal, and communication skills. Knowledge of basic networking concepts. Functional knowledge of the Microsoft suite of products. Ability to work as part of a team and to provide excellent customer service.

BENEFITS

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause. Federal benefits include paid vacation and sick leave, paid holidays, and retirement benefits. Optional benefits include health, life, and long-term care insurance, flexible spending accounts for health and dependent care, dental and vision insurance, and a tax-deferred savings plan. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

BACKGROUND INVESTIGATION REQUIREMENTS

As a condition of employment, the selected candidate must successfully complete a ten-year FBI background investigation with periodic updates every five years thereafter. The selectee may be appointed provisionally, and retention will depend upon a favorable suitability determination of the background investigation.

PROCEDURES FOR APPLYING

Submit the following as one .pdf document to Recruitment1@ilsd.uscourts.gov

- (1) cover letter;
- (2) résumé;
- (3) names, addresses, and telephone numbers of three professional references; and
- (4) AO78 Application for Judicial Branch Federal Employment (located on the court's website at www.ilsd.uscourts.gov).

Applications must be received by 4:00 p.m. on the closing date. Please do not fax application materials. Incomplete and late application materials will not be considered.

Applicants must be United States citizens or eligible to work in the United States. Selection will be made consistent with the provisions of the Equal Opportunity Plan adopted by the United States District Court for the Southern District of Illinois. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants may be asked to participate in proficiency tests.

The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. Employees are

required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

Court's Mission

Our mission is to resolve judicial matters fairly and justly in a manner that will uphold and defend the Constitution of the United States. We are committed to doing so through communication and education in order to ensure respect for the Court. We work to resolve disputes in a timely and efficient manner to promote the public's confidence and trust in the Judiciary of the United States and to protect individual rights and liberties through law.

Clerk's Office's Mission

The mission of the Clerk's Office is to provide administrative and case management support to the district court, members of the bar, the public, and all government agencies in a professional, timely, and efficient manner. Through teamwork, we perform our duties with courtesy, respect, equality, and fairness, thereby promoting public trust and confidence in the judicial system. Success is linked to commitment, and we are committed to excellence.

THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF ILLINOIS IS AN EQUAL OPPORTUNITY EMPLOYER.