



UNITED STATES DISTRICT COURT FOR THE DISTRICT OF UTAH

OFFICE OF PROBATION AND PRETRIAL SERVICES

VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY SPECIALIST

07-UTP-19

OPEN DATE: MAY 22, 2019

CLOSE DATE: JUNE 13, 2019

The Office of Probation and Pretrial Services is accepting applications for the position of Information Technology Specialist. The position is a Court Personnel System (CPS) level 27 (\$49,772 - \$62,236) or level 28 (\$59,660 - \$74,596) depending on qualifications. This position will be located in the Salt Lake City, Utah office.

POSITION OVERVIEW:

The Information Technology Specialist is responsible for providing technical and end user support for court applications and network diagnostics necessary to assist end users in the performance of their jobs. The Information Technology Specialist is responsible for completing research, developing recommendations, administration and support of the Microsoft SharePoint environment, computer hardware and software, mobile computing and support for traveling and telework users, internal ticketing system, anti-virus and anti-malware systems, and video conferencing equipment. The Information Technology Specialist is responsible for overseeing the development and continuing maintenance of the court's internal and external websites in a manner that is consistent with the court's vision, mission, and end user needs.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Provide technical expertise as a team member in the development and operational support of the court's systems and services. This includes assisting with the development and maintenance of security policies and procedures, as well as configuring, deploying, and troubleshooting systems and applications.
- Develops and improves systems architecture in support of local PCs as well as desktop virtualization. Plans and implements physical and virtual desktop system configuration design and updates. Ensures that desktop systems smoothly interoperate with all relevant judiciary and external systems and services.
- Administers and maintains the video teleconference (VTC) system. This includes researching and recommending updates to equipment, ensuring all VTC units are active and efficient, and setting up bridges with other court units if needed. Serves as the VTC POC with the Administrative Office.
- Provides hardware and software support for Microsoft Windows (server and desktop), VMware vSphere, VMware Horizon View. Develops, tests, and deploys scripts to customize operation of these systems.
- Oversees local imaging environment. Performs operating system and application updates to images as needed. Ensures all court-issued PCs, tablets, and laptops are up to date. Researches and recommends alternatives to current imaging software. Ensures all computer images meet local and national requirements.
- Acts as tier 2 support for problems and issues, including those that have been referred or escalated by peers. Provides information and assistance to users of all court-related systems, programs, and hardware.
- Assist in the administration of the Microsoft Active Directory environment in coordination with the domain administrators. Performs Active Directory tasks related to creation, modification, and removal of user accounts, permissions, and security policies.

- Implements and maintains automated court systems, including administrative applications (word processing, spreadsheet, database), groupware (email, calendaring); maintains security solutions for court systems; keeps current with federal court guidelines and best practices.
- Evaluates hardware and software to determine, recommend, and implement enhancements needed to support court's mission; analyzes existing applications to identify and correct problems; recommends systems modifications as required coordinates timely installation, inventory and repair of hardware (considerable physical effort may be required in moving, connecting and trouble-shooting computer equipment).
- Researches, evaluates, plans, deploys, troubleshoots, repairs, administers, and ensures reliable operation of systems, including servers, telephone systems, desktop computers, mobile devices, and various centralized informational technology services.
- Manages property and inventory records including input of new equipment, maintaining equipment during office moves, sanitization, and disposal of equipment. Works with the property and disposal officers throughout equipment lifetime to ensure all inventory control systems are accurate. Also maintains software library and prepares and maintains documentation of all locally developed software.
- Responsible for the local and national Microsoft SharePoint environments including sites, pages, users, permissions, and other related software. Also maintains the public website and works with users to update any changes as needed.
- Installs and configures new computers, assists with training staff, and writes documentation for local IT procedures.
- Responsible for the administration and support of the KACE ticketing system. Ensures users can access the system and provides training on how to submit tickets. Acts as the Tier 2 escalation point for incoming tickets.
- Reviews, tests, and installs new and updated software releases of both standard and customized office automation products and court developed systems.
- Responsible for the anti-virus and anti-malware security environments. Ensures that all court-issued devices have adequate anti-malware protection. Performs updates to clients and servers as needed.
- Serves as the back-up to the IT Manager and performs other office IT, user support, and project duties for the Probation Office as assigned.
- Provide troubleshooting support for the court's case management system, Active Directory, IIS, Informix, Exchange and other court-developed software applications and services.
- Create and maintain systems documentation.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS:

The successful applicant must have a bachelor's degree in computer science, computer engineering or related area, and a minimum of two years specialized information technology experience.

- To be considered for the CL 27 level, at least one year of specialized experience must have been at or equivalent to the CL 25.
- To be considered for the CL 28 level, at least one year of specialized experience must have been at or equivalent to the CL 27.

Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills, and abilities to perform successfully the duties of the position. This includes technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management.

GENERAL & PREFERRED QUALIFICATIONS:

- Ability to identify new products and solutions to implement new technologies.
- Knowledge of theories, principles, practices and techniques of computer hardware and software applications.
- Experience with WAN and LAN traffic flow in relation to disaster recovery and data movement.
- Experience with Active Directory, DNS, DHCP, and DFS
- Experience with Windows and SQL Servers.
- Familiarity with Microsoft Office365 and SharePoint 2019 highly desired.
- Four years of professional IT experience is preferred.
- Two years of experience with VMware server virtualization and Virtual Desktop (VDI) Administration.
- Microsoft Certified Solutions Expert (MCSE): Core Infrastructure highly preferred

This position requires the ability to lift a minimum of 50 pounds, and the physical mobility to access equipment wherever it may be positioned (e.g., under desks, on racks, etc.). Strong troubleshooting abilities and customer service skills are mandatory. Some travel, including overnight trips within the state, will be required.

The successful candidate must possess good judgment, maturity and tact; be dependable, responsible and maintain confidentiality; be a proactive self-starter and demonstrate initiative in problem solving; be able to work quickly and harmoniously with others in a team-based environment; and present a poised, professional appearance and demeanor at all times. This position requires exceptional ability to communicate, articulate, and relate to coworkers and others with professionalism and integrity, as well as superb organizational, people and time-management skills with the ability to juggle many changing priorities and demands at the same time with limited supervision.

SALARY AND BENEFITS:

The salary for this position is a Court Personnel System (CPS) level 27 (\$49,772 - \$62,236) or level 28 (\$59,660 - \$74,596). Benefits include participation in the FERS retirement system, health, dental, vision and life insurance programs, holiday and leave accrual, and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.

CONDITIONS OF EMPLOYMENT:

All application information is subject to verification. Appointment to this position is contingent upon a background investigation including an FBI fingerprint check. The Information Technology Specialist serves at the pleasure of the court and is an 'at will' employee who can be terminated with or without cause. All judiciary employees are required to adhere to the Judicial Code of Conduct. Applicants must be United States citizens or lawful permanent residents who are seeking U.S. citizenship, under 8 U.S.C. § 1324b(a)(3)(B).

APPLICATION PROCEDURES:

Qualified candidates are invited to submit an application package which includes: 1) letter of interest, 2) a detailed resume including education and previous employment, 3) an Application for Judicial Branch Employment (AO78), and 4) written response to the application question listed below (no more than 2 pages).

1. Please describe in detail why you seek this position and address how your experience relates to this opening.

The application for employment is available on the courts website at: <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment> or at the address listed below. Application packages must be received no later than June 13, 2019. Applications will be screened for completeness and qualifications. Only the most qualified applicants will be contacted and selected for a personal interview.

Incomplete applications will not be considered. Interview and relocation expenses will not be reimbursed. All applicants scheduled for an interview should advise the Human Resources Office if an accommodation is necessary to interview.

Please submit completed application packages in PDF format to: utd_humanresources@utd.uscourts.gov or mail to:

US District Court for the District of Utah
Human Resources Office
Attention: IT Specialist Vacancy
351 S. West Temple, Ste 2.118
Salt Lake City, UT 84101

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