

**UNITED STATES BANKRUPTCY COURT
NORTHERN DISTRICT OF TEXAS**



Vacancy Announcement 12-05

**INFORMATION TECHNOLOGY SPECIALIST
Dallas, Texas**

**Closing Date: Open Until Filled
Salary: \$44,169—71,826 (CL 26)***

*The classification level and salary for this position will be based upon experience and education in accordance with the Court Personnel System of the U.S. Courts.

PRIMARY RESPONSIBILITIES

This position is located in the Bankruptcy Clerk's Office and reports to the IT Manager. The incumbent provides Help Desk support for end users, technical support in installing and configuring computer hardware and software. Additionally, the incumbent is responsible for coordinating and providing support for the court's and the judiciary's suite of information technology. Representative duties include:

Recognizes and understands the key elements in the bankruptcy case progression under all Chapters.

Responds to end users requests for help desk assistance. Investigates and resolves issues. Tracks resolution using Help Desk ticketing software.

Diagnoses hardware and software problems. Investigates and resolves issues. Identifies and replaces defective components.

Configures and installs workstations based on a standard image and individual users' requirements.

Installs, maintains, and supports desktop and laptop systems, printers, scanners and peripherals.

Performs data backups, tests, and plans for disaster recovery operations.

Maintains desktop and laptop connectivity to servers, including network connectivity to the Judiciary's data communications network and the Internet.

Researches and recommends software or hardware needed to provide business solutions.

Maintains security best practices and recommends changes to improve existing systems and configuration.

Maintains contact with divisional office information technology staff to stay abreast of developments, techniques, and user programs.

Supports mobile computing devices and remote access.

Performs inventory control duties.

MINIMUM REQUIREMENTS:

High school graduate or equivalent, three years of general experience, and one year of specialized experience is required.

Required competencies include:

- Knowledge and skill in installing, configuring, implementing and supporting Microsoft Windows XP and Windows 7, Microsoft Office 2010, Lotus Notes, Internet Explorer.
- Knowledge and skill in installing, configuring, implementing and supporting Microsoft Server 2008 R2, Active Directory and Terminal Services, Linux Servers, VMWare (vSphere, View, ESX), DNS, DHCP, DFS.
- Knowledge and skill in installing, configuring, implementing and supporting Adobe Acrobat and Adobe Suite, Ghost, Symantec Endpoint Protection.
- Knowledge and skill in installing, configuring, implementing and supporting Cisco VPN, PCAnywhere, VNC and RDP.

DESIRED QUALIFICATIONS:

College degree. Prefer legal, federal court, and/or CM/ECF experience. Broad working knowledge of bankruptcy processes and procedures would be helpful.

BENEFITS:

Court employees are not included in the government's civil service classification. They are, however, entitled to the same benefits as other federal employees, including: up to 13 days of paid annual leave per year for the first three years, thereafter up to 26 days per

year, 10 federal holidays, participation in the Federal Employees Retirement System with percent of contributions matched, choice of health benefit plan from several options, life insurance, and periodic salary increases. This position is subject to mandatory electronic funds transfer for salary payments.

APPLICATION PROCESS:

Submit a cover letter with current resume to: Human Resources Manager, by e-mail (in Word, Adobe or WordPerfect only) to: employment@txnb.uscourts.gov

The selected candidate will be subject to an extensive FBI background investigation as a condition of employment. Retention depends upon a favorable suitability determination.

The United States Bankruptcy Court is an Equal Opportunity Employer.