



CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT
Northern District of Iowa

POSITION

Systems Technology
Administrator

LOCATION

Sioux City, Iowa

SALARY/TARGET

CL 27/28
(\$45,928 - \$89,481)

OPENING DATE

10/9/2013

CLOSING DATE

10/25/2013

ANNOUNCEMENT

**Position Available:
November 18, 2013**

POSITION OVERVIEW

The Clerk's Office of the United States District Court for the Northern District of Iowa is seeking applications for a full time permanent Systems Technology Administrator. The Systems Technology Administrator analyzes, designs, and makes recommendations on short and long range information technology plans and projects to the IT Director and senior management for all court units. This person provides technical support to judges, judicial staff and staff of the Clerk of Court with regard to personal computers, network servers, software applications, internet protocol telephone systems. The Systems Technology Administrator is also responsible for training court personnel in the use of automated systems and provides support for courtroom technology systems.

Representative Duties

- Analyze, design, and make recommendation to the IT Director on short and long range information technology plans for all court units.
- Provides primary information technology project management and coordination of implementation plans, approved by the IT Director and Automation Committee regarding information technology systems, ensuring that changes can be implemented with minimal disruption to the court.
- Identifies, develops and executes implementation of plans approved by the IT Director regarding computer hardware, software and telecommunication systems.
- Analyze, develop, implement and manage upgrades to the courts web servers. Monitors and maintains network file servers to insure smooth court operations.
- Recommend, develop, coordinate and deliver training programs in regard to information technology systems.
- Review needs, goals, objectives, and capabilities of IT systems, anticipating future requirements and potential problems, and advises the IT Director on strategic vision.
- Performs preliminary research for, and assists the Procurement Specialist with, purchases of information technology equipment.
- Promptly reports all inventory additions, moves and changes to the custodial officer and assists with the completion of physical inventory sightings of information technology equipment in the Sioux City office.
- Responds to and coordinates timely repair of hardware and software including servers, personal computers, printers, courtroom technology and other information technology related equipment.
- Configures and troubleshoots login access to the courts networks and applications.

- Stays current with new technology and recommends and implements approved system upgrades or changes to satisfy local court needs. This includes making adaptations to national systems and planning for the acquisition of systems to meet specific needs.
- Maintains a library of software and documentation of locally developed systems.
- Monitors and maintains national internet protocol telephone system programming changes for the court's Sioux City office and provides backup support for the Cedar Rapids office.
- Provides specialized support for chambers staff and clerk's office staff for software support.
- Provides support for other Northern District information technology staff and performs other office automation duties, user support, and project duties as assigned by the IT Director.

Required Competencies (Knowledge, Skills, and Abilities)

- Thorough knowledge of theories, principles, practices, and usage of computer hardware and software.
- Knowledge of office database design and data communications. Knowledge of capabilities, limitations, and functional application of information technology.
- Knowledge of networking, operating systems, servers, and multi-tiered architectures with knowledge of LAN/WAN internetworking technologies.
- Strong troubleshooting skills.
- Knowledge of data communication security and privacy techniques.
- Knowledge of and skill in the management of information technology.
- Skill in reviewing procedures, policies, and manuals.
- Skill in coordinating information technology projects with senior management.
- Skill in analyzing, interpreting, and presenting research findings to prepare design specifications.
- Ability to manage multiple projects, prioritize work, and meet established deadlines and commitments.
- Knowledge of the court operations and related automation needs and usage of information technology systems.
- Knowledge of and skill in information technology project management, including the ability to analyze, research, design, and implement information technology projects.
- Skill and ability to prepare and implement information technology project plans, including writing programs and process documentation.
- Skill and ability to research, analyze, design and generate programming changes to the courts internal and external web sites.
- Skill and ability to anticipate, analyze and design solutions to complex information technology problems to meet the short and long term information technology needs of the court, including evaluation of software and hardware products.
- Ability to draft and assist the Information Technology Director in the production and delivery of professional reports and presentations to Court Unit Executives and Judges of the district.
- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate effectively (orally and in writing) to individuals and groups at all levels, to provide information and answer procedural questions without providing legal advice.
- Ability to interact effectively and appropriately with internal and external customers, providing customer service and resolving difficulties while complying with regulations, rules, and procedures regarding office administration.
- Ability to document procedures in a manner that can be easily understood by others.
- Skill in translating and documenting technical terms into non-technical language.
- Skill in mentoring and training employees with varying educational backgrounds, experience and aptitudes.

QUALIFICATIONS

QUALIFICATIONS REQUIRED

- Applicants should have a minimum of four years' experience in installing and maintaining information systems.
- Extensive knowledge of theories, principles, practices and techniques of information technology systems hardware and software design.
- Experience with installation and support of Microsoft Windows PC's and server products.
- Experience with developing and documenting detailed plans on how to effectively deploy complex information systems.
- Demonstrated ability to independently establish and meet deadlines.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the IT Director.
- Demonstrated skill in translating and documenting technical terms into non-technical language for training.
- Demonstrated ability to train non-technical personnel in the use of information technology systems.
- Ability to lift 50 pounds.
- Candidates with a Bachelor of Science, Bachelor of Arts degree in computer science or related field is preferred.
- Applicants with experience in the following applications and hardware is a plus.
 - Microsoft Windows version 7
 - Microsoft server
 - Lotus Notes and Lotus Domino.
 - VMWare Servers

For Placement at Grade CL-27:

- A minimum of two years of specialized experience, including at least one year equivalent to work at the CL-25

For Placement at Grade CL-28:

- Candidate must have at least two years of specialized experience, including at least one year equivalent to work at the CL-27 level.

or

- Completion of a master's degree or two years of graduate study (27 semester or 54 quarter hours) in an accredited university in computer science, information technology, or other field *closely related to the subject matter of the position.*
 - *Specialized Experience: 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 successfully perform the duties of the position.
- Relevant federal government experience may warrant placement at a step higher than entry level.

BENEFITS

- 10 paid holidays per year
- Paid annual leave
- Paid sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Supplemental Dental and Vision Insurance
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in Flexible Benefits Program (Health Care and Dependent Care Reimbursement)
- Optional participation in Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private Long-Term Disability Plan
- Credit for prior government service

ADDITIONAL INFORMATION FOR APPLICANTS

- The United States District Court requires employees to adhere to a code of conduct and dress code which is available upon request.
- The Federal Financial Reform Act requires direct deposit of federal wages for Court employees.
- Due to the volume of applications, the Court will only communicate with those individuals who will be interviewed.
- The position will be open until filled and may be closed without further notice.
- All Clerk's Office employees are excepted service appointments and as such are "at will" employees that can be terminated with or without cause by the Court at any time and are also subject to continued funding.
- The Court is an equal opportunity employer which encourages minority applicants.
- Hiring of the successful applicant will be contingent upon the satisfactory completion of a background check.
- Applicants must be a U.S. citizen or eligible to work in the United States.

Salary

The starting salary is negotiable within the indicated range, depending upon the applicant's qualifications. The position may be classified between a CL 27, Step 1 with a starting salary of \$45,928 and a CL 28, Step 61 with a maximum salary of \$89,481. (See **QUALIFICATIONS** above for particular requirements) CL-27 position has future promotion potential to the CL-28 grade.

HOW TO APPLY

Applicants must submit, either electronically or by mail, both a cover letter setting out their interest **and specific qualifications for the position** and resume. Applications without a cover letter will not be considered, and the cover letter will be treated as a writing sample. The cover letter and resume should be emailed to applications@iand.uscourts.gov or mailed to:

Debra S. Ratay, Human Resources Specialist
U.S. District Court, Northern District of Iowa
111 Seventh Avenue SE, Box 12
Cedar Rapids, IA 52401-2101

By not later than October 25, 2013.

THE COURT RESERVES THE RIGHT TO MODIFY THE CONDITIONS OF THIS JOB ANNOUNCEMENT OR TO WITHDRAW THE ANNOUNCEMENT WITHOUT WRITTEN NOTICE TO APPLICANTS. IF A SUBSEQUENT VACANCY OF THE SAME POSITION BECOMES AVAILABLE WITHIN A REASONABLE TIME OF THE ORIGINAL ANNOUNCEMENT, THE COURT MAY ELECT TO SELECT A CANDIDATE FROM THE ORIGINAL QUALIFIED APPLICANT POOL. THE COURT IS NOT AUTHORIZED TO REIMBURSE CANDIDATES FOR TRAVEL IN CONNECTION WITH AN INTERVIEW OR PAY FOR ANY RELOCATION EXPENSES.