



NOTICE OF VACANCY

Main: 400 North Miami Avenue, Miami, Florida 33128

Website: www.flsd.uscourts.gov

Phone: (305) 523-5980 – Human Resources

Email: flsd_hrmail@flsd.uscourts.gov

Position: PC Systems Administrator

Announcement No: 2024-CLK-29

Duty Station: Miami, Florida

Salary: \$56,268-\$77,274 New Federal Employees

(CL26/CL 27) \$56,268-\$100,475 Current or Former Federal Employees

(Subject to qualifications and prior Federal experience)

Position Overview

The PC Systems Administrator performs work related to workstation and server administration, end-user support, system and application maintenance and troubleshooting, and computer security. The incumbent is responsible for recommending, planning, and installing new systems, products, and applications.

Representative Duties

CL26:

- Recommend, install, configure, and provide technical support for complex administrative and operations specific national applications, including developing new features. Maintain version applicability and local functionality of user applications, such as: MS Windows, MS Office, Adobe. Provide technical support and oversee maintenance of telephone systems, courtroom technology, and audio/visual systems, as required.
- Determine and recommend computer software or hardware required to install new systems or applications or alter existing systems/applications. Diagnose hardware and custom off-the-shelf software problems and replace defective components or design software fixes.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Determine hardware and/or software requirements and recommend changes to improve systems and configurations.
- Determine upgrade schedules and software standards for personal computers and other systems. Develop upgrade procedures and plan for future growth.
- Maintain, install, and update desktop computers, including new product evaluation and software compatibility analysis. Maintain automated management systems for imaging, software updates, and patch management.
- Maintain computer security resources on all workstations, including anti-virus and firewall systems.



Important Dates

Opening: 8/29/2024

Closing: Open until filled

First Review: 9/13/2024

U.S. District Court, Southern District of Florida

There are eighteen authorized United States District Judges in the Southern District of Florida. The Court is comprised of United States District Judges, Senior United States District Judges, and United States Magistrate Judges. The district spans a geographical area that encompasses nine counties - its southernmost includes Monroe County and its northernmost includes Indian River County. The Clerk's Office maintains its headquarters in downtown Miami and includes four divisional courthouses.

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- Maintain computer and printer inventory, and software licenses.
- Prepare written instructions for users and IT staff which are clear and effective. Train users to work with computer systems and programs. Prepare reports and memoranda regarding complex automation issues with a focus on the reader.

CL 27:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level.
- Assist with web access.
- Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Install or assist in the installation of upgrades or new or revised off the shelf/desktop releases.
- Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Perform inventory control duties.
- Provide cabling support.
- Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log.
- Create user accounts. Create local court forms from off-the-shelf software.
- Customize programs for local needs and trains personnel in their use.
- Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.

Qualification Requirements

- Two years of specialized experience; or completion of the requirements for a bachelor's degree from an accredited college or university in a related field of study.

Preferred Experience:

- Mastery of the latest available electronic technology and hardware and software programs.
- Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance.
- Ability to implement, operate, and document information technology systems considering both hardware and software issues.
- Skill in training court personnel in relevant hardware and software programs.
- Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop.



How to Apply

Submit the completed application package electronically in pdf or Word format. The required items must be consolidated into one document in the order listed below. Do not copy/paste your documents into the email. Please make sure to annotate the announcement number on the subject line:

Email address:

flsd_hrmail@flsd.uscourts.gov

Announcement: 2024-CLK-29

Attachments: Cover letter, resume, Federal Employment Application (AO 78).

AO78 can be found on our web site under the employment tab, how to apply: www.flsd.uscourts.gov

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- Knowledge of custom off-the-shelf computer hardware and software programs.
- Knowledge of computer processes and capabilities, including a general understanding of case management systems.
- Ability to perform software and hardware maintenance and troubleshooting.

Desirable Characteristics:

The successful candidate should be mature, highly organized, possess tact, good judgment, poise, initiative, always maintain a professional appearance and demeanor. Ability to meet the public and work harmoniously with others in a team-based organization, communicate effectively, both orally and in writing. Must be able to balance the demands of varying workload responsibilities and deadlines.

Organizational Relationship

This position is assigned to the Clerk's Office and reports to the IT Supervisor.

Benefits

Employees of the United States District Court are "Excepted Appointments" and considered "At-Will" judicial employees. Federal Government Civil Service classifications or regulations do not apply. Electronic direct deposit of salary payments is mandatory. Full-time employees are eligible for a full range of benefits such as paid vacation and sick leave, paid holidays, retirement benefits that include the Thrift Savings Plan (TSP). TSP is a 401(k) equivalent program that includes matching contributions. Additional benefits include health and life insurance, dental and vision insurance and a Flexible Benefits Program which includes medical and dependent care reimbursement.

Background Investigation & Fair Chance to Compete Act

This is a High-Sensitive position within the Judiciary. Employment will be considered provisional pending successful completion of an OPM background investigation and credit check and a favorable suitability determination. Investigative updates are required every five years. This position is not covered under the FCA. Only those candidates who receive a conditional job offer will be asked to provide verbal or written statements about criminal history.

Selection Process

Only qualified applicants will be considered. Incomplete applications may not be considered.

The court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

For more information on working for the federal courts, please visit <http://www.uscourts.gov/Careers.aspx>

United States District Court – Human Resources
400 North Miami Avenue, Room 08S47, Miami, FL 33128-7717
General Information: (305) 523-5980
District Court Website: www.flsd.uscourts.gov

The Federal Courthouse has been designated a non-smoking area.

Each applicant must be a United States Citizen or eligible to work in the United States.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER