

UNITED STATES DISTRICT COURT



District of Maine Position Vacancy Announcement

POSITION TITLE: Systems Support Specialist

POSITION TYPE: Permanent, Full-Time

LOCATION: U.S. District Court, Bangor, Maine

SALARY RANGE: CL 27 (\$52,967 - \$86,084) with potential to promotion to CL 28 (\$63,467 - \$103,208) when determined qualified and budget permitting, and without further competition.

OPENING DATE: October 21, 2022

CLOSING DATE: Open until filled, with preference given to applications submitted before November 14, 2022.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, any of which actions may occur without prior written notice or other notice.

POSITION OVERVIEW:

The Information Technology Department of the U.S. District Court for the District of Maine in Bangor is seeking qualified applicants for the position of Systems Support Specialist. The Systems 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 incumbent performs routine to moderately complex troubleshooting for hardware and software systems.

POSITION DUTIES AND RESPONSIBILITIES:

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical application problems which can be completed over the telephone. Assist with computer hardware troubleshooting. Provide information and assistance to users on applications such as word processing and data entry.
- Act as a technical first line of contact in solving system problems. Provide troubleshooting assistance with non-routine or more complicated issues over telephone or in person.
- Administer local applications. Prepare and maintain documentation on local applications, creating user cheat-sheets or forms, as applicable. Provide end-user training.

- Maintain user accounts and associated documentation on applications, including Exchange, SharePoint, and Active Directory.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software, in support of systems engineer.
- Provide mobile device support to include cell phones, laptops, Chromebooks, and MiFi devices.
- Courtroom audio-visual support including videoconference, teleconference, Realtime transcription, interpreting, and digital audio recording support.
- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

QUALIFICATIONS:

Required:

Two years of specialized experience;

OR

Completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in the major field of study, such as information technology;
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies; or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university a field closely related to the subject matter of the position.

Specialized Experience Definition:

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. Examples include experience related to the technical configuration, maintenance and troubleshooting of computer hardware and software, mobile devices, peripherals, databases, enterprise applications, IP telephony and audio/visual technologies. Experience includes data and voice communications, wireless, remote connectivity, as well as technology terminology, methodology, workflow and experience in end-user support and training. Education may not be substituted for specialized experience because professional administrative court support positions require hands-on experience to be credited as specialized experience.

Court Preferred:

- Education above high school level from an accredited institution considered and preferred.
- Excellent written and oral communication skills.
- Knowledge and skill in the use of Microsoft Office, Active Directory Administration, Microsoft Exchange and SharePoint experience.
- Audio/Visual experience to include videoconference and teleconference.
- Help Desk Support Experience.

NOTICE TO APPLICANT:

- Applicants must be a U.S. citizen or be eligible to work in the United States.
- Employees of the United States District Court are “At Will” employees and are required to adhere to a Code of Conduct for Judicial Employees.
- The selected candidate will be subject to a 10-year FBI background check (including references, criminal history, and credit history) as a condition of employment.
- All appointments are subject to mandatory electronic funds transfer for payment of net pay.
- 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.

COMPENSATION:

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate.

EMPLOYEE BENEFITS:

The United States District Court offers a generous benefits package to full-time, permanent employees, which includes:

- 11 Paid Federal Holidays
- 13 Days Paid Vacation (per year for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- 13 Days Paid Sick Leave
- Medical Insurance
- Optional – Dental and Vision Coverage
- Life Insurance
- Thrift Savings Plan with matching funds (401k & Roth 401k style)
- Participation in Federal Employees Retirement System (FERS-FRAE)
- Health and Dependent Care Reimbursement Programs
- Public Transit Subsidy Program
- Optional - Long-Term Care Insurance
- Employee Assistance Program, which provides free counseling, financial assistance, and basic legal services to all eligible employees

HOW TO APPLY:

In order to be considered for this position, all applicants must submit:

- Resume (including full educational summary, employment history, and salary history);
- Cover Letter (highlighting skills related to the representative duties);
- Contact list of three professional references; and
- AO78 - Judicial Employment Application (found on our website at <http://www.med.uscourts.gov/employment>)

Application packages will not be considered complete unless all items have been received. The applicants deemed most qualified will be invited to participate in a personal interview at their own expense. Interviews may be conducted prior to the deadline outlined above. This

announcement may close earlier if a suitable candidate is found prior to the closing date.
Relocation expenses will not be reimbursed.

Send a compiled single PDF of the required documents via email to apply@med.uscourts.gov with “Systems Support Specialist” in the subject line.

This position will remain open until filled, with preference given to applications submitted before November 14, 2022.

The U. S. District Court is an Equal Opportunity Employer