



VACANCY ANNOUNCEMENT

United States Bankruptcy Court, District of Oregon

VACANCY #2017-04

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| POSITION: | Information Technology (IT) Support Specialist | POSITION AVAILABLE: | Immediately |
| TYPE: | Full-Time | POSTING DATE: | 12/27/2017 |
| DUTY STATION: | Portland, Oregon or Eugene, Oregon | CLOSING DATE: | Open until filled – Submit your application by 1/19/2018 to ensure consideration. We will continue to review applications received after 1/19/2018 until the position is filled. |
| SALARY RANGE: | Eugene: CL-25 (\$39,796-\$64,718) Portland (<i>includes locality pay</i>): CL-25 (\$42,179-\$68,593) Pay is set based on work location, qualifications, and experience. | <i>Check the status of this position on the court's website at www.orb.uscourts.gov</i> | |

The United States Bankruptcy Court for the District of Oregon is looking for a highly motivated individual to join our professional team as an Information Technology (IT) Support Specialist to provide reliable and effective technical assistance on a variety of computer systems.

The U.S. Courts rely heavily on technology and automation and are in the early stages of a migration to platforms using some of today's latest technologies. This IT Support Specialist position will have the opportunity to gain exposure to and provide support for these technologies, including:

- Microsoft Office 365 ProPlus
- Microsoft Azure Government Cloud Solutions
- Microsoft Skype for Business
- Microsoft Outlook
- Microsoft SharePoint
- Atlassian JIRA and Confluence
- Mobile Device Management (MDM)
- Virtualization
- Dual Factor Authentication
- Cybersecurity

Our headquarters is located in Portland, on the Columbia and Willamette Rivers, known for its bicycle paths, parks, and proximity to natural wonders such as the Columbia River Gorge, Mount Hood, and the Pacific coast.

It's famous for its food trucks, eco-friendliness, coffeehouses with obsessive baristas, microbreweries and distilleries, and public transportation.

Our divisional office is located in Eugene, the second largest city in Oregon. It is home of the University of Oregon and noted for its focus on the arts, natural beauty, and recreational opportunities, especially bicycling, running, rafting, and kayaking. You could feasibly spend the morning hiking or skiing in the mountains and then drive to the coast for sunset and a stroll on the beach!

The successful candidate can reside in either location.

POSITION OVERVIEW

The IT Support Specialist provides automation and help desk support for judges and court staff in two locations (Portland and Eugene) and provides technical support including installing, configuring and troubleshooting computer hardware and software programs. The ideal candidate must have good technical knowledge and be able to communicate effectively. The IT Support Specialist is a member of the court's IT team and reports to the IT Director.

Essential Job Functions:

- Serve as the first point of contact for users (judges and court staff) seeking technical assistance in person, by telephone or through email.
- Provide remote support to teleworkers, staff in other office locations, and employees in travel status.
- Provide technical support for desktops, laptops, mobile devices, courtroom technology, audio/visual equipment, court digital recording software, and other hardware and software used by court staff.
- Handle moves, new setups and changes in computer equipment and peripherals such as printers, scanners, projectors, and copiers. Replace or upgrade software and hardware as directed.
- Assist users experiencing difficulties in the use of office applications such as word processing, email, browsers, Adobe Acrobat, and other software programs used by the court.
- Educate users on the use of court hardware and software via individual help sessions, demonstrations, classes, and written reference material.
- Maintain an up-to-date computer related inventory.
- Travel to the other office as needed for user interaction and education, device rollouts, coordination with vendors, and special projects. Occasional travel to attend training.

QUALIFICATIONS

Education and Eligibility Requirements:

- Minimum of a high school diploma or the equivalent.
- Must be a U.S. citizen or eligible to work in the United States.

Knowledge, Abilities, and Experience:

- Knowledge of current technology, routine hardware maintenance and troubleshooting procedures, and commonly used software applications.
- Knowledge of IT security principles, practices, and policies.
- Knowledge of theories, principles, and practices for testing, installing, deploying, maintaining, and diagnosing problems with computer hardware and software.
- Basic knowledge of and troubleshooting skills with audio/visual systems.
- Familiarity with remote desktop protocols.
- Hands-on experience with installing and troubleshooting hardware such as printers, desktops, monitors, laptops, tablets, and peripherals.
- Hands-on experience with installing and troubleshooting end user applications such as:
 - Windows 10 Pro or Enterprise

- Microsoft Office 2016
- Adobe Acrobat 2017
- Latest IE and Firefox Browsers
- Ability to communicate effectively, both orally and in writing, with individuals and in groups to provide information, facilitate meetings, influence decision-making, write procedures, and provide training.
- Ability to telework from home or alternate work location in the event the office is inaccessible due to inclement weather or other emergency.

Preferred Work Experience and Qualifications:

- Certification in Microsoft, Linux, Cisco, HP, or similar technologies.
- Bachelor’s degree in Information Technology, Computer Science or relevant field.
- General knowledge of court functions and operations.
- Federal judiciary work experience.

Personal Characteristics:

- Excellent interpersonal skills and the ability to work collaboratively in a team environment.
- Maturity, good judgment, high ethical standards, and a positive work attitude.
- Highly organized and able to multi-task, as well as manage projects and meet deadlines.
- Ability to remain calm and professional in stressful situations.
- Ability to take initiative and work without direct supervision.
- Ability to communicate professionally, both orally and in writing.

APPLICATION PROCEDURES

Email the following list of required application documents to hr@orb.uscourts.gov and reference **Vacancy #2017-04** in the subject line.

Documents must be submitted in a single PDF file in the following order:

(Important: Do not attach multiple documents and make sure your document is a single PDF file in the following order.)

1. Cover letter:

- Reference job vacancy number **#2017-04**
- Include an email address in your contact information

2. Chronological resume which includes:

- education
- work history
- names and addresses of employers
- dates of employment
- work performed
- significant accomplishments

3. Application for Judicial Branch Federal Employment (Form AO 78) available at:

www.uscourts.gov/forms/AO078.pdf

- All sections of the application must be completed. Description of Work sections must list pertinent information. Do not type “see resume”.
- After completing the form, please ensure the content you provided saved properly and the form is not blank when you submit with your application documents.

GENERAL INFORMATION

- Applicants must be a U.S. citizen or eligible to work in the United States.
- This is a sensitive position within the Judiciary. The successful candidate is hired provisionally, pending the results of an FBI fingerprint and criminal background check and favorable employment suitability determination.
- Employees must adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/RulesAndPolicies/CodesOfConduct.aspx>
- Excepted service appointments are AT WILL and can be terminated with or without cause by the court.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The best qualified will be contacted for interviews. Candidates for interviews may travel at their own expense or be interviewed via telephone and/or videoconference.
- Candidates not contacted for an interview should check the status of the position on court's website by clicking on the employment link.
- Resumes or enclosures will not be returned.
- This announcement is posted on the court's internet web site at www.orb.uscourts.gov

BENEFITS

The judiciary offers a number of exceptional benefits to its employees. As a judiciary employee, you may be eligible to participate in the following benefits programs. Information about federal judiciary employee benefits and compensation can be found on the United States Courts website career page:

<http://www.uscourts.gov/Careers.aspx>

Health Insurance

Long-Term Care Insurance

Flexible Spending Accounts

Dental and Vision Insurance

Life Insurance

Commuter Benefit Program

Paid Leave

Retirement Program*

Thrift Savings Plan (retirement savings plan)

*Employees appointed to a position on or after January 1, 2014 contribute 4.4% of their base pay each paycheck to the Basic Benefit Plan.

The United States Bankruptcy Court for the District of Oregon is an Equal Opportunity Employer

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. Bankruptcy Court requires employees to adhere to a Code of Ethics and Conduct. This court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative by sending an email to hr@orb.uscourts.gov. The decision on granting reasonable accommodations will be made on a case by case basis.