



U. S. District Court Southern District of Mississippi

Automation Support Specialist Vacancy Announcement MSSD-2016-01

POSITION

Automation Support Specialist

LOCATION

Jackson, Mississippi

SALARY/TARGET

Entry level
CL 24/25- \$35,470 - \$48,068

Actual Salary dependent on
experience and qualifications

(Promotion potential to CL 25)

POSITION AVAILABLE

October 17, 2016

APPLICATION CLOSING DATE

**To be assured of consideration,
applications should be
received by September 2, 2016**

ANNOUNCEMENT

MSSD-2016-01

The U. S. District Court, Southern District of Mississippi, is an Equal Opportunity Employer

POSITION OVERVIEW / RESPONSIBILITIES

The United States District Court for the Southern District of Mississippi is accepting applications for a position of AUTOMATION SUPPORT SPECIALIST.

This position is located at the United States Courthouse in Jackson, Mississippi. The Automation Support Specialist will work as an integral member of the IT Department team and will report to the IT Director. The incumbent will provide technical support to the Court's judges, staff and the public, as directed.

The Automation Support Specialist will respond to help desk calls and emails from court staff concerning computer applications, mobile devices, computer desktop equipment and other electronic office equipment that supports the Court's operation. The work involves routine to moderately complex trouble shooting for hardware and software programs and systems. Travel to other locations will be required as needed.

Responsibilities of an Automation Support Specialist include:

- Provide information and assistance to users; troubleshoot and repair hardware and software problems; implement solutions (and document repairs using the court's helpdesk tracking system);
- Install or assist in the installation and configuration of newly purchased hardware such as computers, monitors, printers, scanners, copiers, laptops, smartphones, iPads, and etc.; install or assist in the installation and configuration of commercial off-the-shelf software programs, court developed software programs, and software upgrades as required.
- Customize hardware and software programs for local needs, and train personnel in their use.
- Provide support for various mobile computing devices and remote access issues.
- Maintain contact with other Information Technology personnel in the judiciary for the purpose of keeping abreast of developments, techniques, and user programs; monitor day-to-day operations of the court's equipment and systems; and review day-to-day server backups and verify the validity of the data backups.
- Prepare and maintain documentation of procedures and checklists for end users and other technicians.
- Assist with office moves and equipment set-ups in new locations, assist with inventory control duties, and perform other duties as assigned.

EDUCATION AND QUALIFICATIONS

- To meet the MINIMUM requirements for this position, the applicant must possess a high school diploma or the equivalent and must have two years of general experience and at least one year of specialized experience in a position requiring the knowledge, skills and abilities which would enable the applicant to successfully perform the duties relating to this position.
 - General Experience is progressively responsible clerical, office, or other work that indicates the possession of or ability to acquire the particular knowledge and skills necessary to perform the duties of the position.

Education above the high school level may be substituted for required general experience on the basis that one academic year (30 semester hours or 45 quarter hours) is equivalent to one year of general experience.

- Specialized experience is progressively responsible information technology and automation experience that involves
 - Skill in performing routine hardware maintenance and troubleshooting on computers, monitors, printers, scanners, etc., basic knowledge of hardware components and how they are relevant to Local Area Networks (LANs) and Wide Area Networks (WANs)
 - Skill and proficiency in working with a number of commercial off-the-shelf software applications such as Corel WordPerfect, IBM Lotus Notes, Microsoft Internet Explorer, Microsoft Office Suite, and Adobe Acrobat. Applicants must have the ability to learn other court approved software applications as needed.
 - Skill in working with Microsoft Windows Server as a network operating system
 - Skill in working with Microsoft Windows 7 as a desktop operating system. A basic working knowledge of Microsoft Windows 365 will be considered a plus.

Education may not be substituted for specialized experience.

- Preferred qualifications include Bachelor's degree in Information Technology or similar major, training experience, and additional years of specialized experience gained at a highly structured work environment such as a court or legal work environment. Additional consideration may be given to an applicant with Windows Server and networking experience, Drupal website development experience and professional computer or networking certifications
- The following abilities are considered absolutely critical to the job:
 - Solid understanding of computer operations in a networked environment and ability to perform hardware and software installation, maintenance and trouble-shooting.
 - Knowledge of computer processes and hardware/software capabilities including a general understanding of case management systems;
 - Ability to communicate technical information effectively (both orally and in writing) to end users in a manner in which they can understand;
 - The ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with the regulations, rules and procedures;
 - Strong organizational and people skills;
 - Good judgment, tact, and trustworthiness;
 - Self-motivation and initiative; and
 - The ability to express oneself clearly and concisely.
 - Ability to lift and move equipment up to 50 pounds.
- The successful applicant must consistently perform all duties of the office in a professional and friendly manner and must reside within reasonable daily commuting distance of the United States Courthouse in Jackson, Mississippi.

CONDITIONS OF EMPLOYMENT AND MISCELLANEOUS INFORMATION

- Court employees are not civil service employees but serve under “Excepted Appointments” and are considered “at-will” employees (serving at the will of the Court). Excepted Appointment employees can be terminated with or without cause at any time with the exception of Probation Officers, who must be removed for cause per 18 U.S.C. 362.
- All court employees must be aware of and in compliance with the canons of federal judicial conduct and are subject to appropriate background and security investigation.
- Employees of the judiciary are required to use direct deposit for their salary payments.
- Candidates must be citizens of the United States of America or be eligible to work in the United States.

Clerk’s office appointees are employed on a one-year probationary term; all court positions are subject to budgetary or organization reduction which could result in the elimination of this position.

BENEFITS

The judiciary offers a generous benefits package which includes:

- 10 paid holidays
- Paid sick and annual leave
- Medical insurance options (requires employee contribution)
- Life insurance options (requires employee contribution)
- Retirement options including participation in the Thrift Saving Plans (tax deferred or Roth retirement savings)
- Long term care plan options
- Long term disability plan options
- Flexible spending account options

APPLICATION PROCESS

Applications should be received by September 2, 2016. Qualified applicants should submit the following documents:

- A cover letter and resume of qualifications, education and employment experience, including references;
- A completed Application for Judicial Branch Employment (AO 78), which is available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>.

Submit the documents via email (subject: Automation Support Specialist – MSSD-2016-1) to hr_manager@mssd.uscourts.gov

OR

By mail or hand-deliver to:

Arthur Johnston, Clerk
U.S. District Court, Southern District of Mississippi
501 E. Court St., Suite 2.500
Jackson, Mississippi 39201

Application packets which are hand-delivered or mailed should be clearly marked CONFIDENTIAL and include the announcement number (MSSD-2016-1).

(Faxes will not be accepted)