



U. S. District Court  
Southern District of Mississippi

**AUTOMATION SUPPORT SPECIALIST**  
Vacancy Announcement MSSD-2019-04

**POSITION**

AUTOMATION SUPPORT SPECIALIST

**LOCATION**

Jackson, Mississippi

**SALARY/TARGET**

CPS 23/24 (dependent on relevant experience and qualifications, with promotion potential to CPS 25 without further competition)

The entry level salary range is \$37,275 through \$46,572

**POSITION AVAILABLE**

July 8, 2019

**APPLICATION  
CLOSING DATE**

Open Until Filled.

**ANNOUNCEMENT**

MSSD-2019-04

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

**POSITION OVERVIEW**

**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 Thad Cochran courthouse in Jackson, Mississippi.**

The Automation Support Specialist will work as an integral member of the IT Department team and will report to the Director of Information Technology. 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.

**REPRESENTATIVE DUTIES**

Responsibilities of an Automation Support Specialist include:

- Configuration, installation, and support of PC-based hardware and software, particularly the suite of software contained with Microsoft Office 365; installation and support of computer peripherals such as video display monitors, printers, scanners, and multi-function devices.
- Provides support for Court-issued mobile computing devices including Apple iPads, iPhones, Microsoft Surface Pro devices, and Windows and Apple laptop computers.
- Provides information and assistance to users with regard to software applications and hardware. The incumbent may also provide ad hoc end-user training as required.
- Diagnose and fix hardware and software problems; provide technical support for courtroom and conference room audio/visual equipment.
- Provides first level telephonic technical support to end users throughout the district as a member of the Court's Help Desk team.
- Evaluates, tests, and implements new operating systems, off-the-shelf and locally developed software, and workstation hardware.
- Assists with the management of IT-related accountable property.
- 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 in progressively responsible information technology and automation experience that involves:

- Skill and proficiency in installing, troubleshooting, and training users with using Microsoft Outlook, OneNote and Onedrive and various other programs contained in Microsoft Office 365 on Microsoft Surface devices and desktop computers.
  - 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 internet browsers and other commercial off-the-shelf software applications such as the Microsoft Internet Explorer, Firefox, Chrome, Symantec Antivirus, and Adobe Acrobat. Applicants must also have the ability to learn other court approved software applications as needed.
  - Skill in working with Microsoft Windows Server and Active Directory.
  - Skill in working with Microsoft Windows 10 as a desktop operating system.
- 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 troubleshooting.
    - 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
    - Ability to:
      - ❖ Provide end user support of Microsoft Office enterprise software products including MS Outlook/Exchange email, MS Office Professional, Skype for Business, and Office 365 (including OneDrive and OneNote).

- ❖ Configure, install and support desktop and laptop/tablet computers and related peripheral devices as well as mobile computing devices (specifically Microsoft Surface and Apple iOS devices).
- ❖ Deliver quality end-user automation support in a fast paced, technically diverse environment, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked (Microsoft Active Directory) environment.
- ❖ Provide strong customer service and interpersonal communication skills.
- ❖ Work cooperatively with clients, team members, and managers.
- ❖ Handle multiple priorities in a fast-paced environment.
- ❖ Follow an assigned project through to completion.
- ❖ 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 Thad Cochran United States Courthouse in Jackson, Mississippi.

## ADDITIONAL QUALIFICATIONS

Preferred qualifications include a Bachelor’s degree in Information Technology or a 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. Professional certifications such as the Microsoft Office Specialist (or MCSA), CompTIA A+ or CompTIA Net+ certifications will also be taken into consideration.

## MISCELLANEOUS INFORMATION

- Employees of the federal judiciary serve under “Excepted Appointments” and are considered “at-will” employees and 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.
- 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.

## 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

Qualified applicants should submit the following documents as a single PDF file:

- 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>.

Applications may be submitted via email, hand delivery or mail, as follows:

**via email to:**

[hr\\_manager@mssd.uscourts.gov](mailto:hr_manager@mssd.uscourts.gov)

(subject: Automation Support Specialist – MSSD-2019-04)

**Please note:** When submitting via email, documents should be submitted as a single PDF document.

**By mail or hand-delivery to:**

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

**MARK ENVELOPE CONFIDENTIAL**

Applications will be accepted until position is filled.

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.