



CAREER OPPORTUNITY

U.S. DISTRICT COURT, EASTERN DISTRICT OF MICHIGAN

SYSTEMS SUPPORT SPECIALIST

The Theodore Levin
United States
Courthouse

231 W. Lafayette Blvd.
Detroit, MI 48226

www.mied.uscourts.gov

Vacancy Number:
19-01

Posting Date:
January 2, 2019

Closing Date:
February 1, 2019

Duty Station:
Detroit, MI

Classification Level:
CL 27

Starting Salary Range:
\$53,568-\$66,991

CL 27 Salary Range:
\$53,568-\$87,125

**Number of Positions
Available:**
1

Position Open to:
All qualified candidates

The Mission of the Information Technology Department:

This position is located in the Clerk's Office for the United States District Court, Eastern District of Michigan and reports to the IT Manager. The Information Technology Department will provide the highest quality technology-based services, in the most cost-effective manner, to facilitate the Court's mission as it applies to chamber effectiveness, court management, agency capabilities and overall service to the Court and the public.

How a Systems Support Specialist Supports the Mission:

The systems support specialist has responsibility for providing technical and end user support for Court applications and network diagnostics necessary to assist local end users in the performance of their jobs across multiple Court units. The system support specialist is responsible for completing research, developing recommendations, maintenance and training on audio/video systems and services, including courtroom sound, streaming audio and video, video/electronic evidence presentation equipment, projectors, and video conferencing equipment; smartphones, including hardware and software, wires and wireless synchronization, data management, and conversion; and, mobile computing and support for traveling and home users who telework. This position is also responsible for coordinating and implementing network security measures. The work is performed in an office setting. Physical effort may be involved in moving, connecting, or troubleshooting heavy equipment and systems. Travel will be required within district. Duties may require working non-business hours and being on call.

Technical and End User Support

- Provide end user support to onsite and remote workers for all applications supported and systems customized for local use. Including supporting, troubleshooting and maintenance of tablets, copiers, VOiP phones, cell phones, printers, scanners and other computer peripheral equipment. Also includes specialized equipment such as equipment used by translators, special hearing needs equipment, audio/video equipment for media and overflow, etc.
- Serve as instructor for non-technical staff on technology techniques, applications, and utilization.
- Serve as liaison with other federal agencies such as the U.S. Attorney's Office, Federal Public Defender's Office, and ensure offices receive adequate notice of available court technology. Provide training as needed for bar groups using court technology.

Research and Development

- Assist in the development and implementation of short and long range technological improvements, while ensuring minimal disruption to courtroom activities.
- Advise the Court in areas of technology support, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation.
- Test and evaluate new technology prior to application in court environments.
- Perform network diagnostics for all connection issues. Test and connect needed network drops, verify correct vlan for printers, VOiP and VTC units.



CAREER OPPORTUNITY

U.S. DISTRICT COURT, EASTERN DISTRICT OF MICHIGAN

SYSTEMS SUPPORT SPECIALIST

Research and Development (continued)

- Monitor latest technology and recommend, develop, and install system upgrades or features which satisfy local Court needs. Make adaptations to national systems. Plan and acquire specific systems to meet specialized local needs. Develop software to meet local needs. Create and maintain technical documentation for automation staff on Court systems. Respond to virus/malware notifications from the Security Operations Center (SOC) for computers.
- Research, spec equipment, receive quotes and request purchase of most hardware and software that is used on the desktop level for the Court employees. Order toner for printers and copiers.

Equipment Maintenance

- Oversee the day-to-day operation of applicable technology used in the Court to ensure reliable and effective operation. Perform requisite programming to systems to accommodate local needs.
- Troubleshoot devices at the hardware level, such as serial or hardware device level interfaces. This may include controlled distribution systems and wireless systems. Configure devices and systems for proper operation using available software and hardware and via remote support from vendors.
- Configure and manage audio/video equipment (e.g. projectors, video conferencing, streaming to overflow courtrooms.). Coordinate video and teleconferences for the Court. Tasks include scheduling, testing, basic troubleshooting, setting up equipment, initiating calls, and controlling cameras and monitoring equipment during conferences.
- Act as primary technical contact for contractors and other outside vendors when audio/video systems are being installed or repaired.
- Create, test and maintain images for all current and upcoming Court hardware. Work with the network team regarding needs in the image and different builds. Manually build images for specific locations throughout the Court.
- Perform other duties as assigned.

Qualifications:

Qualifications must be met at the time of application.

Required:

High school graduation or equivalent with a minimum of two years of specialized experience, including at least one year at the CL 25 level. For placement above the minimum, at least two years of specialized experience equivalent to work at the CL 26 level is required.

Specialized experience is defined as progressively responsible IT related experience that involved providing technical and end user support, installation and maintenance of computer systems, systems analysis, programming, systems integration and network security.

Preferred:

- A college degree from an accredited college or university in a Computer Science related field.
- More than three years of specialized experience.
- Knowledge of court applications (CM/ECF, PACTS, OTS APPS).
- Ability to perform network diagnostics for all connection issues.
- Experience rolling out new versions of applications.
- Specialized experience in a court or legal environment.



CAREER OPPORTUNITY

U.S. DISTRICT COURT, EASTERN DISTRICT OF MICHIGAN

SYSTEMS SUPPORT SPECIALIST

Procedures for Applying:

To be assured consideration, please submit the following single-sided documents **ONLY**: a cover letter (include announcement number), resume and completed application (download from the Court website **and include entire professional work history, adding additional pages if necessary**) to “apply@mied.uscourts.gov” by the closing date. E-mail submission is preferred. E-mailed documents must be in WordPerfect, Word or PDF format. Zip files and faxes will not be accepted.

Application materials that do not adhere to the Procedures for Applying may not be considered. Applicant materials submitted in addition to the required documents will not be considered or retained. Separate application must be made to individual vacancy announcements.

Applicants who pass the basic skills assessment and meet the minimum qualifications will be considered for the next step of the selection process. Travel reimbursement in connection with the selection process and/or relocation is not authorized.

Local Benefits*:

Telework	Flexible/Alternate Work Schedules
Modern, On-site Fitness Center	On-site Federal Occupational Nurse
Public Transit Subsidy Reimbursement Program	Time Off with Pay for Approved Volunteer Activities

Close proximity to all downtown sporting venues, restaurants, theaters, museums and the Detroit River Walk

**when/where available*

National Benefits:

Generous Paid Time Off Program	Ten Paid Holidays
Public Service Loan Forgiveness**	Group Health, Dental, Vision and Life Insurance
Defined Benefit Pension Plan	Defined Contribution Plan (TSP) with Employer Match
Long-Term Care Insurance	Health and Dependent Flexible Spending Accounts
Commuter Benefit Program	Employee Assistance Program
Work Life Services	Virtual Judiciary Online University

***if eligible*

An Equal Opportunity Employer

All applicants must be a U.S. citizen or must be a lawful permanent resident (i.e., green card holder) and seeking U.S. citizenship or must complete an affidavit indicating their intent to apply for citizenship when they become eligible to do so.

All appointments subject to FBI Fingerprint Background Check with periodic reinvestigation, if applicable.

Retention depends upon a favorable suitability determination.

All appointments also subject to mandatory electronic funds transfer.

All employees are required to adhere to the Code of Conduct for Judicial Employees (available for review upon request).

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.