

Position Title: Technology Specialist
Temporary Position – one year and a day
Possible conversion to permanent position
Opening Date: January 2021
Application Deadline: Until Filled
Location: Gulfport, Mississippi
Salary: CL 26 (\$47,071 - \$76,499) commensurate with qualifications and experience
Position Available: April 2021

Position Description

The Technology Specialist will provide automation and help desk support for judges, court staff and outside users. Technical support duties include installing, configuring and troubleshooting mobile devices, computer hardware and software, support of courtroom technology and other duties as assigned. This position is in the Gulfport office.

Application Requirements

Failure to comply with all requirements may result in disqualification of application.

All application packages must include:

- 1) Application for Judicial Branch Federal Employment, Form AO78*****
(Please ensure the form is saved properly and not blank when submitted.)
- 2) Detailed resume with professional and personal references;**
- 3) Copy of college transcript; and**
- 4) Letter of application** that specifically addresses the applicant's qualifications, skills, and experience relative to each requirement and preference (where applicable) for this position.

*Application for Judicial Branch Federal Employment (Form AO 78) may be downloaded at www.mssb.uscourts.gov.

Submission of Application Package

Submit application package **including** Application for Judicial Branch Federal Employment (Form AO 78) in a single Portable Document Format (PDF), via email to:

21-02_TechSpec@mssb.uscourts.gov

Minimum Qualification Requirements

To be qualified for appointment, candidates must meet the following requirements:

Required Experience

- **Two years** progressively responsible information technology experience that provides an excellent understanding of the methods and procedures required to support the court's technology including
 - 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
 - One academic year of directly related course work may be substituted for one year of the above general experience on the basis of one academic year (30 semester hours or 45 quarter hours)
- At least **one year** specialized experience that reflects thorough knowledge of technology hardware and software programs with hands on experience with the following
 - installing and troubleshooting hardware such as printers, desktops, monitors, laptops, tablets, and peripherals
 - installing and troubleshooting end user applications such as:
 - Windows 10 and MacOS
 - Microsoft Office 365
 - Adobe Acrobat 2017, Adobe Acrobat DC 2017
 - Microsoft Internet Explorer, Apple Safari, Mozilla FireFox and Google Chrome
 - Mobile devices for Apple iPads, iPhones, and Microsoft Surface Pro

Additional Requirements

- The incumbent must have the ability and availability to travel to other divisional offices or other destinations for work related reasons and stay overnight as needed. The incumbent must have the ability and availability to work nights and overnight as needed
- The incumbent should be able to climb ladders and independently lift 30 pounds
- The incumbent must be able to work on devices with small parts (such as pc/laptop screws), odd shapes (such as connectors, printers, copiers, etc.), and in limited/tight spaces (such as in a wiring rack, under tables and desks)

Preferred Experience

- Certification in Microsoft, Linux, Cisco, HP, or similar technologies
- Bachelor's degree in Information Technology, Computer Science or related field
- Demonstrated experience with installing, maintaining and troubleshooting SQL Server, PowerShell, HTML, Java, GovDelivery (content delivery systems), Umbraco, and/or Microsoft Sharepoint.
- Demonstrated experience in advising and training non-technical personnel in technical techniques and processes

Background Check Requirement

- This is a high-sensitive position within the Judiciary. The selected candidate will be subject to a background investigation (including credit check, and technical fingerprint check through the FBI Criminal Justice Information Services Division database) as a condition of employment.

Selection Process

Only the most qualified applicants will be invited for personal interviews. Final selection will be based on the results of interviews and subsequent background investigations. The court does not reimburse interview and/or relocation expenses. Offers may be extended, and the position may be filled, prior to the application deadline.

Representative Duties

- Serve as the first point of contact for users seeking technical assistance.
- Provide technical support for desktops, laptops, mobile devices, telephones, and other hardware and software used by the court.
- Provide technical support for courtroom technology, audio/visual equipment, court digital recording software, video conferencing solutions, and other courtroom technology components.
- Move equipment, setup/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 Microsoft Office 365, email, browsers, Microsoft Teams, Cisco WebEx, 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.
- Travel to the other offices as needed, including overnight stays, to support court operations and tasks relevant to the position.
- Update GovDelivery, Facebook, website, Twitter, and Microsoft Sharepoint Online.
- After-hours tasks including patch management, system upgrades, and emergency/incident response (includes nights and weekends).
- Other duties as assigned.

At-Will Position

The United States Bankruptcy Court is part of the Judicial Branch of the United States Government. Employees of the United States Bankruptcy Court serve under Excepted Appointment and are considered “At-Will” employees.

Benefits

Employment benefits include:

- Participation in the Federal Health Insurance, Federal Employees Life Insurance, Federal Employees Group Long Term Disability, Federal Employees Retirement System, Thrift Savings Plan, and a Flexible Spending Plan;
- Choice of health plans; optional dental and vision health plans;
- 10 paid holidays per year;
- Free Parking; and
- Mandatory Electronic Funds Transfer (EFT) for net pay.

Application Checklist

- A complete application package must be submitted to be eligible for consideration.
- Review all electronic documents before submission.

Questions – Lisa Garrison at lisa_garrison@mssb.uscourts.gov or 601-608-4609

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