

VACANCY ANNOUNCEMENT 2015-3

OFFICE OF THE CLERK UNITED STATES DISTRICT COURT EASTERN DISTRICT OF TENNESSEE

DATE: March 12, 2015

POSITION TITLE: Technical Support Specialist (Full-Time Permanent)

LOCATION: Knoxville, TN

SALARY: CL 26 (\$42,644 to \$69,289) – Starting salary is dependent upon qualifications and experience in accordance with the Court Personnel System.

CLOSING DATE: Expected closing date April 9, 2015. Opportunity will be considered open until position is filled or cancelled.

POSITION OVERVIEW:

The U.S. District Court Clerk's Office for the Eastern District of Tennessee is recruiting for a Technical Support Specialist position, which performs end user support activities for multiple court locations within the district. Job duties include:

- End User Help Desk Support
- Hardware and Software Installation, Configuration, and Upgrades
- Routine Troubleshooting
- Developing Technical and End User Documentation
- End User Training
- Mobile Device Support (Laptops and Smart Phones)
- Developing and Deploying System Images
- Video Conference Support
- Occasional Travel to Other Courthouses Within the District
- Other Duties as Assigned

GENERAL QUALIFICATIONS:

- Exceptional organizational and time management skills
- Excellent interpersonal skills
- Ability to handle multiple tasks simultaneously
- Excellent written and oral communication skills and the ability to explain technical concepts in an understandable manner
- Proficiency at writing effective instructions for users and fellow staff
- Ability to independently analyze, isolate, and solve problems in complex systems
- The incumbent must maintain a professional demeanor, exercise mature judgment and be a dependable and flexible team participant

MINIMUM QUALIFICATIONS:

- A minimum of one year of specialized experience. Specialized experience consists of progressively responsible information technology experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

PREFERRED QUALIFICATIONS:

- Three years of specialized experience
- A relevant associate or bachelor's degree
- Proficiency in troubleshooting MS Word, Excel, and PowerPoint software
- Comprehensive knowledge of MS Windows and Linux operating systems
- Comprehensive knowledge of PC hardware
- Proficiency in Windows 7 and Microsoft Active Directory environments
- Experience with smart phone support, particularly iOS devices
- Ability to implement, operate, and document IT systems and processes
- Ability to build and maintain system images and address anti-virus and other security concerns on the desktop and mobile devices
- Ability to effectively train users in relevant hardware and software programs
- Proficiency in manipulating PDF documents (creating, modifying, enhancing)

CONDITIONS OF EMPLOYMENT:

- U.S. District Court employees serve under "Excepted Appointments" and are considered "at will." Employment can be terminated with or without cause by the Court. Federal Civil Service classifications and regulations do not apply.
- U.S. District Court employees are required to adhere to the *Code of Conduct for Judicial Employees* and are subject to strict confidentiality requirements.
- Salary payments are subject to mandatory electronic funds transfer (direct deposit).
- Applicants must be U.S. citizens or eligible to work in the United States.
- New employees are subject to a six-month probationary period.

BENEFITS:

Court employees are entitled to the same benefits as other federal employees such as:

- Thirteen days of paid vacation for the first three calendar years, twenty days after three years and twenty-six days after fifteen years.
- Ten paid federal holidays per calendar year.
- Participation in a Federal Employees Health Insurance Program.
- Participation in Group Life Insurance, Long-Term Care Insurance, and Long-Term Disability programs.
- Participation in a pre-tax Flexible Benefits Spending Account.
- Participation in the Federal Employees Retirement System with investment opportunities through the Thrift Savings Plan.

APPLICATION PROCESS:

Submit one document in PDF format via e-mail to Jenifer_Ferrell@tned.uscourts.gov that includes the following:

- A cover letter addressing the qualifications, skills, and experience necessary to perform the job;
- A resume, including a list of professional references; and
- A completed AO 78, Application for Federal Judicial Branch Employment (available on the court's website at <http://www.tned.uscourts.gov/docs/ao78.pdf>)

INCOMPLETE SUBMISSIONS AND SUBMISSIONS THAT ARE NOT COMBINED INTO ONE PDF FILE MAY NOT BE CONSIDERED.

- Only applicants selected for an interview will be notified.
- Applicants interviewed will take a computer skills test.
- Employment references will be checked prior to a job offer.
- The successful candidate will undergo a mandatory FBI fingerprint check/background investigation and will be considered a provisional employee pending successful completion of the investigation.
- The court is not authorized to reimburse candidates for travel in connection with an interview or pay for any relocation expenses.

The court reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.

***THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER
AND VALUES DIVERSITY IN THE WORKPLACE***