

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT
Audio/Visual Specialist

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| Position Title: | Audio/Visual Specialist |
| Vacancy Number: | 23-01 |
| Location: | Tallahassee, Florida |
| Available: | Immediately, open until filled |
| Step/Grade: | CL 28 |
| Salary Range: | \$63,467 - \$103,208 * |

**Starting salary commensurate with experience and qualifications.*

POSITION OVERVIEW

The Northern District of Florida is accepting applications for a full-time Audio/Visual (A/V) Specialist within the Tallahassee divisional office of the United States District Court Clerk's Office. The incumbent will serve on the administrative and operation support team in Tallahassee and report directly to the Director of Information Technology located in the Pensacola divisional office. The incumbent works closely with the Clerk of Court, IT Director, and members of the district-wide IT team to provide high-level technical support to Judges, clerk's office staff, and chambers staff. In addition to providing support on the court's Audio/Visual systems, the incumbent will also provide technical assistance for local computer systems, including networks, personal computers, and portable electronic devices. The ideal candidate possesses strong technical skills in addition to excellent interpersonal and analytical skills, strong work ethic, and resilience.

This position will be based in the Tallahassee divisional office, but the incumbent will serve as part of the district-wide IT team responsible for supporting all four divisional offices (Pensacola, Panama City, Tallahassee & Gainesville). The work will be performed in an office setting and is not a full-time telework position. Travel to other divisional offices, which may require overnight lodging, is required. Occasional emergency and after-hours coverage may be required.

REPRESENTATIVE DUTIES

- Work closely with the IT Director, IT staff, and other stakeholders to coordinate the planning, design, acquisition, installation, configuration, and administration of a wide array of digital systems that support the courthouses' Audio/Visual (A/V) and technical needs.

A/V Systems include but are not limited to electronic audio and video recording, video conferencing, audio and video broadcasting, and teleconferencing.

- Configure, deploy, and document devices such as workstations, laptops, printers, and mobile devices.
- Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, network components, and A/V systems and equipment.
- Conduct day-to-day administration of all digital broadcast elements for a full range of Audio/Visual systems which may include recording systems, editing systems, computer workstations and servers, broadcast automation systems, digital signal processing and distribution, matrix switchers, copper and fiber optic transmitter and decoder systems, and cameras and microphones.
- Draft and maintain technical instructions, operating procedures, and documentation for all A/V and other technical systems used across the District and coordinate end user training on the operation of these systems.
- Monitor local computer systems and A/V equipment for security risks. Conduct research to identify potential vulnerabilities in, and threats to, existing and proposed systems. Develop and implement effective mechanisms and procedures for mitigating security risks.
- Provide or oversee on-site repair, reconfiguration, adjustments, troubleshooting and replacement of local computer systems and A/V equipment and supplies. Perform maintenance and installation of software to enhance system operations. Perform cyclical testing and regular preventative maintenance of local systems and A/V equipment.
- Analyze user needs, research alternatives and propose solutions.
- Assist other technical staff with support of end user computers and software in a mixed Windows/macOS environment, including peripheral devices such as mobile devices, printers, and other IT assets.
- Perform other duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

- A high school diploma, or the equivalent is required.
- A minimum of two (2) years of *specialized experience*, or completion of a master's degree or two years of graduate study in an accredited university in computer science, information science, or other fields closely related to the subject matter of the position.
 - *Specialized experience* is defined as experience in the implementation, configuration, maintenance, and support of audio/visual technology that provided knowledge of the theories, principles, practices and techniques of A/V systems, digital recording, cabling & infrastructure, network concepts, computer hardware and software, mobile devices, and their effective deployment in an increasingly complex environment.
- An ability to learn quickly and become proficient in the use of automated systems to accomplish work and apply rules, regulations, directives, or laws with accuracy.
- Excellent customer service skills and the ability to tactfully and courteously serve a wide variety of people.

- Excellent communication skills, both verbal and written, with demonstrated skill in writing procedures and clear technical documents.
- Ability to provide support during non-business hours (i.e., evenings, weekends) as required for projects or special events.
- Ability to travel to locations within the Northern District of Florida.
- Ability to lift 50 pounds and move light equipment as required.

PREFERRED SKILLS/QUALIFICATIONS

- Ability to identify and evaluate needs, troubleshoot complex A/V systems, conduct research from all available sources, develop proposed solutions, and implement programs as required.
- In depth knowledge of the design, installation, operation, programming, and troubleshooting of audio, video, video conference, network, and computer systems.
- Familiarity with Tesira Biamp devices and related software; Extron devices and related software; Crestron control systems, components, and programming; Crestron user interfaces and design; matrix video switching, scaling, scan conversion, and signal distribution; Cisco, Polycom and Zoom video conference systems; SennHeiser infrared modulators and emitters; as well as other major manufacturers of A/V components.
- Knowledge of Windows and Mac operating systems and MS Office, including Teams, and the installation, support, and maintenance of those systems.
- Experience supporting mobile devices such as iPhones, iPads, and laptop computers.
- Knowledge of network topology, network equipment and IP network configuration.
- Prior federal court, law firm, or other legal environment experience.

EMPLOYMENT INFORMATION AND BENEFITS

Judiciary employees serve under excepted appointments (not civil service). Employees of the United States District Court are "at will" employees and are required to adhere to the *Code of Conduct for Judicial Employees*, which is available to candidates for review on the court website at www.flnd.uscourts.gov. The Judiciary offers generous benefits including paid vacation, sick leave, paid holidays, health and life insurance, long term care insurance, a flexible benefits program, retirement plan, and a portable savings plan with matching contributions.

APPLICANT INFORMATION

This position will be in the Tallahassee division of the United States District Court for the Northern District of Florida. Applicants must be a U.S. citizen, a U.S. National, or qualify under the Appropriations Act Citizenship exemptions. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposits. This position is classified as a highly sensitive position; therefore, the successful applicant will be required to submit to a background clearance which will include a criminal history. Any applicant selected for this position will be hired provisionally pending successful completion of the background investigation. Retention will depend upon a favorable suitability determination of the background investigation.

Qualified applicants should submit a resume including salary history, a completed application form AO-0078 (available at www.flnd.uscourts.gov), and a list of three professional references to:

Attn: Vacancy Announcement 23-01
U.S. District Court, Northern District of Florida
Office of the Clerk of Court
One North Palafox Street
Pensacola, Florida 32502

Applications can also be submitted electronically to Andrea_Zern@flnd.uscourts.gov.

The position is open until filled. One or more positions may be filled from this announcement. The Court reserves the right to change or withdraw this vacancy announcement at any time without notification to applicants.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER