

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT
Information Technology Services Specialist

Position Title:	Information Technology Services Specialist
Vacancy Number:	23-03
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 Information Services 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. The incumbent will provide technical assistance and support in the management of local computer systems, including networks, personal computers, 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 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 may be 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 equipment and systems.
- Independently develop plans, as well as advise and make recommendations to management on matters that take into consideration complex information technology issues within the court unit.

- Provide on-site repair, reconfiguration, adjustments, troubleshooting and replacement of local computer systems. Perform maintenance and installation of software to enhance system operations. Perform cyclical testing and regular preventative maintenance of local systems.
- Coordinate and provide end user training on the operation of equipment and software to Judges, Chambers staff, Clerk's Office staff, and outside parties.
- Draft and maintain technical instructions, operating procedures, and documentation for IT systems across all four divisional offices.
- Monitor equipment and systems for security risks. Conduct research to identify potential vulnerabilities in, and threats to, existing and proposed technologies. Develop and implement effective mechanisms and procedures for mitigating security risks.
- Coordinate warranty work, maintenance agreements, and timely repair of equipment for all vendor contracts.
- Assist with support of end-user computers and software in a mixed Windows/macOS environment, as well as supporting use of mobile devices, printers, A/V equipment, and other IT assets.
- Assist with administration of Windows servers and the software and services hosted on them. Assist with planning and implementation of server and software upgrades.
- Configure and deploy IT equipment, including laptops, desktops, mobile devices, printers, and A/V equipment, 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 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 serve a wide variety of end-users tactfully and courteously.
- 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

- 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.
- LAN/WAN experience comprising basic knowledge of network topology, network equipment and IP network configuration.
- Experience administering Windows services, including Active Directory, DFS, DFS-R, DHCP, DNS, file sharing, and print management.
- Proficiency in using electronic calendars, Microsoft Office programs, and Adobe Acrobat
- Experience in the use of security and logging tools such as Nessus, Apex One, ForcePoint/Websense and Splunk.
- Microsoft Office 365, CompTIA A+ and Net+ certifications.
- Three to five years of relevant work experience is preferred.

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 our 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 a 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 23-03
U.S. District Court, Northern District of Florida
Office of the Clerk of Court
One North Palafox Street
Pensacola, Florida 32502

or submit by email to: Andrea_Zern@flnd.uscourts.gov

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