

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT

Position Title:	Network Systems Administrator
Vacancy Number:	26-16
Location:	Pensacola, Florida
Closing Date:	Open Until Filled
Salary Range:	CL 28 (\$71,583-\$116,394)

Starting salary commensurate with work experience, qualifications, education, and previous federal court experience.

POSITION OVERVIEW

The Clerk of Court for the United States District Court for the Northern District of Florida is seeking qualified applicants for the position of Network Systems Administrator. This position will be located in the Pensacola division of the court and will be part of the administrative and operations support team in the Pensacola division but will also serve as part of the district-wide IT team supporting all divisional offices of the court (Tallahassee, Pensacola, Panama City, and Gainesville). This position will report directly to the Directors of Information Technology.

The ideal candidate possesses strong technical skills in addition to excellent interpersonal and analytical skills, strong work ethic, and flexibility. The incumbent will perform both routine and complex network administration and systems duties, including developing standards, recommending network and/or systems infrastructure changes, and coordinating and implementing network security measures. **Additionally, this position serves as part of an IT team that is responsible for providing end-user IT support to judges, chambers staff, and clerk's office staff, which includes providing courtroom technology support and troubleshooting audio/video systems.**

Work will be performed in an office setting. Employees are required to lift and move moderately heavy items, such as computer equipment, and, on occasion, perform installation work in confined spaces requiring bending, stooping, and reaching. Travel to divisional offices and other locations, which may require overnight lodging, may be required. Occasional emergency and after-hours coverage is required.

REPRESENTATIVE DUTIES

- Work closely with the IT Directors, court leadership, IT staff, and other stakeholders to coordinate the planning, design, acquisition, installation, configuration, and administration of a wide array of network equipment, servers, systems, end-user software and system, and courtroom equipment.
- Install, configure, and support network hardware.
- Troubleshoot network issues, maintenance, and updates to network hardware in a Cisco networking environment.
- Monitor network infrastructure and components, including all servers and workstations, and implement improvements to performance and security. Design, modify, enhance, test, and implement standard configurations for deployment of workstations, servers, network components, and client software.
- Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, and network components. Monitor provider websites to ensure patches are tested and applied in a timely fashion.
- Recommend, schedule, plan, supervise, and execute the installation and testing of new products and improvements to network systems. Plan, coordinate, implement and test network security measures to protect data, software, and hardware. Identify and assess risks by performing security analysis and assist in producing detailed security plans. Review configuration and coordinate monitoring of firewall operations.
- Participate in district-wide network projects. Prepare and propose automation funding needs for fiscal budget. Recommend actions to cover projected shortfalls. Supervise on-site vendors.
- Install and configure end-user computer hardware and software in a mixed Windows/macOS environment. Provide end-user support, troubleshooting, repair and replacement of hardware and software including laptops, desktops, phones, printers, etc. and investigate and address network access issues.
- Provide support, troubleshooting, repair, and replacement of courtroom technology systems including computer, network, sound, video, teleconference, electronic evidence presentation, and similar items.
- Provide on-site repair, configuration, 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.
- 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.
- Assist with administration of Windows and Linux servers and the software and services hosted on them, including the performance of hardware and software upgrades.
- Comply with the *Guide to Judiciary Policy*, the *Code of Conduct for Judicial Employees*, strict confidentiality and internal control requirements, and all local and national policies, rules, and regulations.
- Perform of other duties as assigned.

QUALIFICATIONS

To qualify for this position the applicant must have a high school diploma, or the equivalent, and at least two years of specialized experience or the completion of a master's degree or two years of graduate study in an accredited university in information technology or a closely related field. Specialized experience is defined as progressively responsible experience in, or closely related to, network administration and the work of the position that has provided the knowledge, skills, and abilities to perform the duties of the position successfully.

In addition to a solid technical foundation, candidates must possess proven experience in responding to the needs of multiple senior leaders within an organization and a strong commitment to delivering exceptional customer service in a tactful, courteous, and professional manner to over 100 end-users with varying degrees of experience. The incumbent must have a proven history of successfully working well within a team, prioritizing tasks, and making technical decisions through methodical troubleshooting and research. Candidates must have the ability to learn quickly and become proficient in the use of automated systems to accomplish work and apply rules, regulations, directives, and laws with accuracy. Candidates must have excellent communication skills, both verbal and written, with demonstrated proficiency in writing clear instructions, procedures, and technical documents. Candidates must also have a proven history exhibiting a strong work ethic, attention to detail, accuracy, good judgment, and ethics. Prospective candidates must be able to travel overnight, lift at least 50 pounds, and work in confined spaces while bending, stooping, and reaching.

Preferred Qualifications

- Education: A bachelor's or other higher degree from an accredited college or university in information technology or a related field.
- Certifications: CCNA or CCNP, CompTIA Network+, Security+ certifications.
- Work History: Three to five years of work experience in network administration and the work of the position, including:
 - LAN/WAN management including knowledge of network topology, network equipment, and IP network configuration;
 - Experience in the use of management and logging tools, such as Ivanti Neurons; Qualys Vulnerability Management, Detection, and Response (VMDB); Qualys Endpoint Detection and Response (EDR); and Splunk;
 - Experience installing or supporting complex Audio/Visual systems, including familiarity with Dante, Tesira Biamp, Extron, Crestron, Cisco, Polycom, Zoom, SennHeiser, and other audio/visual devices and related software.

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. Judiciary benefits include 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 is in the Pensacola division of the United States District Court for the Northern District of Florida. To be considered, an applicant must be a U.S. citizen, U.S. National, or qualify under the Appropriations Act citizenship exemptions. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit. This position is classified as a high-sensitive position; therefore, the successful applicant will be required to submit to an initial ten-year background investigation, which will include a criminal history and FBI investigation. Every five years thereafter the successful applicant will be subjected to an updated investigation like the initial one. The applicant selected for this position will be hired provisionally pending successful completion of the background investigation. Retention will depend upon a favorable suitability determination following the completion of each background investigation.

Qualified applicants should submit a cover letter, 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: CONFIDENTIAL - Vacancy Announcement 26-16
United States District Court for the Northern District of Florida
Office of the Clerk of Court
One North Palafox Street
Pensacola, Florida 32502

In addition to submission by mail or in-person, applications may be submitted electronically to careers_flnd@flnd.uscourts.gov (careers_flnd@flnd.uscourts.gov). This position is open until filled.

The court reserves the right to change or withdraw this vacancy announcement at any time or hire multiple candidates for this position without notification to applicants.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER