



Systems Specialist

Announcement #	22-ITSS
Closing Date	February 4, 2022 or until filled
Location	United States Bankruptcy Court Western District of Texas SAN ANTONIO, TEXAS
Salary Range	CL 25 (\$44, 215 to \$71,896) *Starting salary commensurate with work experience, education, pay history and previous federal court experience.
Position Summary	<p>The United States Bankruptcy Court Western District of Texas in San Antonio, Texas is seeking qualified applicants for the position of IT Systems Specialist. The Western District of Texas has divisions in Austin, El Paso, San Antonio, Midland and Waco. We have 45 employees to include the Clerk's office, four Judicial Officers and their staff. This position will join a staff of three technology professionals and will report to the IT Director.</p> <p>The ideal candidate will possess:</p> <ul style="list-style-type: none">• A dedication to public service and a desire to help others through the delivery of excellent customer service.• Proven ability to collaborate with others effectively to accomplish tasks and solve problems.• A record of reliability, productivity and producing high quality work.
Summary of Duties and Responsibilities	<p>The incumbent is primary point of contact for secure client configurations of various desktop and mobile devices and provides first-line user support help desk response, which include the following: installing and maintaining PCs, laptops, printers, monitors, iPhones, iPads and related equipment depending on the needs of the office; troubleshooting and providing resolution to OS issues, software and hardware associated problems; and tracking help desk calls and documenting technical resolutions for the team's knowledgebase. Provides customer service and triage for the integrated courtroom and videoconferencing systems. Monitors daily operations and maintenance of equipment and systems to ensure efficient and secure operation. The incumbent also participates in the inventory management process and perform regular site visits to our divisional offices for the purpose of regular support and maintenance of on-site equipment.</p>
Minimum Qualifications	<p>The successful candidate must possess good judgment, maturity, and tact; be dependable, responsible and maintain confidentiality; be a proactive self-starter and demonstrate initiative in problem solving; be able to work quickly and harmoniously with others in a team-based environment; and present a poised, professional appearance and demeanor at all times. The successful candidate must also possess the ability to recognize the value of new computer features and their potential value to the work at hand; and ability to perform routine maintenance of various computer, video and audio systems.</p>
General Experience	<p>The candidate must be a high school graduate or equivalent and possess two years of general experience. General experience is progressively responsible experience that provides evidence the applicant has a good understanding to the methods and administrative theory for accomplishing the work of an organization; the ability to analyze problems and assess the practical implications of alternate solutions; the ability to communicate effectively with others, orally and in writing; and the capacity to employ the knowledge, skills, and abilities in the resolution of problems.</p>

Specialized Experience

This position requires one year of specialized experience demonstrating a thorough knowledge of theories, principles, practices, and techniques for supporting personal computing devices, associated hardware and software, and audio/visual systems. Applicant must also possess the ability to develop effective work relationships with a range of users and skill in training non-technical personnel in computer-based techniques.

Court Preferred Skills

- Bachelor of Science or Bachelor of Arts Degree in Computer Science, Information Systems or related discipline preferred.
- Two or more years of customer service/help desk experience with demonstrated ability to implement, operate, and document data system(s) with consideration of hardware and software. Further, this experience should include, but not be limited to remote support and training of end user.
- Experience/training in IT security practices.
- Firm understanding of and ability to support Office365 Microsoft Suite products (Word, Excel, Teams, etc.).
- Demonstrated skill in creative paperless workplace solutions.
- Proficient in Microsoft Windows 10 workstation installation and configuration; physical and virtual machine support experience; familiar with computer imaging.
- Proficient in video applications, such as MS-Teams, Zoom and Webex.
- Secure configuration experience for printers, copiers, desk phones, voicemail.
- Apple iPhone, iPad and iTunes experience.
- Experience with helpdesk ticketing software and reporting helpful.
- Familiarity or previous experience with IT support responsibilities.
- Familiarity or previous experience with court or legal environment helpful

Additional Information

Federal Judiciary employees are at will and are not subject to the employment regulations of competitive service. Employees are required to adhere to the Code of Conduct for Judicial Employees. Employees undergo an initial background check. Appointments are provisional and contingent upon the satisfactory completion of a background check. A negative finding may result in termination of employment. Updates are required every five years. Applicants must be U.S. Citizens or lawful permanent residents actively seeking citizenship. Travel for the interview and relocation expenses will not be reimbursed. All information provided by applicants is subject to verification. Applicants are advised that false statements or omissions of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Employee Benefits

For information about benefits, please visit: [Judiciary Benefits](#)

Application Procedure

Qualified applicants are required to submit their documents using our [HR Employment Application System](#):

Helpful Hints of Applying

All applicants are required to submit a cover letter, resume, a [completed AO 78](#), a copy of their most recent performance review OR two letters of recommendation (not a list of references).

[AO78 Federal Judicial Branch Application for Employment](#) must be downloaded first and then completed if you are using Windows 10.

Address the Cover letter to Patty Nelson, Employee Relations Officer.

All applications must be complete and uploaded by 3pm central time on February 4, 2022 for priority consideration.

Only candidates selected for an interview will be contacted. No phone calls please.

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER