

U.S. District Court
Northern District of Ohio
Career Opportunity
VA #20-23



Automation Support Specialist

Location: Cleveland, Ohio

Reports to: IT Desktop Supervisor

Position Type: Full-time permanent

Area of Consideration: All qualified applicants

Classification: CL 24 to CL 25

Salary Range: \$39,907 - \$71,698

Posted: October 19, 2020

Closes: Opened until filled – first consideration will be given to applications received by October 30, 2020.

POSITION SUMMARY:

If you have a passion for technology and an interest in being hands on with a wide array of technologies, we want to hear from you! We are seeking a talented candidate with varied technical experience that is customer oriented, adaptable, and eager to learn and explore.

The Automation Support Specialist will provide help desk support for end users and perform work related to setting up, maintaining, and supporting computer systems and mobile devices including hardware and software, wired and wireless synchronization, and mobile computing. The incumbent will also assist with audio/video needs in courtrooms and conference rooms. The duty station is Cleveland, with some routine travel within our district (Akron/Toledo/Youngstown) as well as occasional travel outside of our district for meetings, conferences, and/or training. Starting salary is dependent upon qualifications and experience. Promotion potential to CL 25 without further competition.

This position is in the consolidated Information Technology Department of the United States District Court for the Northern District of Ohio, providing support to 20 judges and 250+ staff members in chambers, the Clerk's Office, and the Pretrial Services & Probation Office. The essential functions of the Court operate on national applications developed by the Judiciary. Training will be provided on these applications.

REPRESENTATIVE DUTIES:

- Provides day-to-day assistance and service to court staff via telephone or in-person on programs and systems such as: Outlook email, Microsoft Office applications including One Note and One Drive, Skype for Business, WordPerfect, Adobe Acrobat, national and customized applications, video teleconference equipment and courtroom technology.
- Performs routine troubleshooting to correct end user's problem and follows up until a solution is found. Refers major problems to appropriate IT staff for resolution.
- Instructs users in use of equipment and software. Provides information and assistance to user on desktop applications, devices, and remote access.
- Prepares and distributes new hardware including PC desktops, printers and mobile devices.
- Provides end-user training on hardware/software (one-on-one, groups, webinars) and assists with the creation of training materials and documentation for presentation or reference.
- Provides information and assistance to users on desktop applications, devices, and remote access.
- Supports courtroom technology systems, electronic mail systems and communication devices.

- Tests and loads specified software and hardware for users and verifies that systems, programs and equipment are operating correctly.
- Completes technical or analytical project tasks as assigned; creates documentation regarding support and/or project activities.
- Provides assistance in procurement and inventory taking of automation related systems.
- Performs general IT support services as required and other IT duties as assigned.

QUALIFICATIONS: (Qualifications must be met at the time of application)

Minimum qualifications include:

- High School Diploma or equivalent.
- Two (2) years General work experience.
- One (1) year Specialized experience. Specialized experience is defined as experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, audio-visual technologies, mobile devices and their applications, terminology, methodology, and experience in end-user training.
- Solid interpersonal communication skills.
- Ability to effectively troubleshoot technical problems and manage multiple projects simultaneously.
- Proficiency in Windows and Microsoft Office products.

Preferred qualifications include:

- An undergraduate degree from an accredited college or university in computer science or related field, or substantial work experience in a related field is strongly preferred.

BENEFITS:

Employees of the U.S. District Court are eligible for, but not limited to, the following employment benefits:

- Accrual of paid vacation and sick leave days; and paid holidays
- Participation in pre-tax benefit programs (health, dental, and vision insurance programs, flexible spending accounts, commuter reimbursement benefit)
- Group life insurance and long-term care insurance
- Participation in the Federal Employees Retirement System (FERS)
- Traditional (pre-tax) and Roth (post-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions
- Federal court employees can join the Federal Court Clerks Association, a national, professional court organization
- Fitness center
- Transit subsidy

HOW TO APPLY:

Email the following documents IN A SINGLE PDF to apply@ohnd.uscourts.gov. **ALL DOCUMENTS MUST BE PROVIDED TO BE CONSIDERED FOR THIS POSITION:**

- Subject of Email should read: **Vacancy 20-23 Automation Support Specialist**
- Cover Letter addressing your particular skills and experience; with an explanation of how those skills and experience may contribute to the organization.
- Current Resume.
- List of three (3) professional references.
- Completed Employment application (AO78) found at this link:
<http://www.ohnd.uscourts.gov/careers>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

First consideration will be given to application packets received not later than the close of business (5:00 p.m. EST), on October 30, 2020.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.

All applicants must be a U.S. Citizen or be eligible to work in the United States. All appointments subject to FBI Fingerprint background investigation; with periodic reinvestigation, if applicable. Retention depends on favorable suitability determination. Judiciary employees serve under excepted appointments and are considered "at will" and can be terminated with or without cause by the Court. All appointments are subject to mandatory electronic funds transfer. All employees are required to adhere to the Code of Conduct for Judicial Employees that is available to review at <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.