

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.

CAFC-08-12

OPEN:

November 6, 2008

CLOSE:

Open Until Filled

**POSITION TITLE, GRADE
AND SALARY:**

Systems & Telecommunications Specialist

CL 29 (\$66,365–\$107,854)

**In accordance with current recruitment, promotion
and/or demotion policies**

LOCATION OF POSITION:

**United States Court of Appeals
for the Federal Circuit
717 Madison Place, N.W.
Washington, D.C. 20439**

POSITION OVERVIEW:

The Systems & Telecommunications Specialist is located in the Information Technology Office (ITO) of the United States Court of Appeals for the Federal Circuit. The position is responsible for the development of operational network infrastructure and telecommunications systems, studying the impact of those systems upon the entire court environment and providing expert and technical advice in terms of voice, network and data telecommunications service planning, provisioning, administration, customer support, procurement and contractor management. The Systems & Telecommunications Specialist will report directly to the Information Systems Project Manager and work with senior management to develop, maintain and revise all documentation to design, develop, modify, install, implement and support new and/or existing network infrastructure and telecommunications systems. Other responsibilities include: planning and coordinating the installation of the telecommunications systems, which include developing implementation plans, directing cabling of the site, testing the system network services, analyzing features and station user features, training personnel, and accepting the system after final cutover and successful operation; configuring, maintaining, advising, monitoring, and coordinating network infrastructure and telecommunication project activities and resources within the Federal Circuit Information Technology Office; and ensuring that an appropriate level of support is maintained for Federal Circuit network and telecommunication devices, systems and programs. The incumbent will also assist the helpdesk and network teams with IT technical support in a Windows environment on an as needed basis. Duties may occasionally require working non-business hours. Physical effort may be involved in determining proper cable and line connections, installation standards, and moving, connecting and troubleshooting equipment. Ability to lift a minimum of twenty pounds is required.

The successful candidate must possess excellent communication (both oral and written) and organizational skills; ability to exercise innovative and creative skills to "think outside of the box"; to multi-task and work effectively under pressure; and to work independently and in a team environment when needed.

BRIEF OVERVIEW OF DUTIES:

Supports the court units' network infrastructure and telecommunications systems and advises senior management on policies and programs related to network infrastructure and telecommunications issues and tasks.

Manages transition of existing FTS contract to WITS3 contract. Candidate will work closely with telecommunication providers and contractors during this transition to port existing circuits and numbers to WITS3, ensuring minimal service disruption and down time to the court. During this transition the Specialist provides timely and efficient transition; minimizes transition expenses; expedites availability of service; creates transition strategy and management plan; acts as liaison between GSA and CAFC; manages transition of services through switches; budgets for transition costs.

Responsible for the implementation of new a court-wide VoIP telephony system. Candidate will successfully lead this project from initial design and planning phase, through installation and implementation, to final testing and acceptance stage. Ensures VoIP telephony deployment project and follows planned schedule and budget. Provide customer training to court staff on new features and functionality of the VoIP telephony system. Ensures the system delivers a highly stable and reliable service.

Responsible for all on-site network infrastructure, including network routers and switches, and external telecommunication circuits and WAN connectivity. Identifies customer network and telecommunications requirements, develops technical approaches, and coordinates schedules project resources. Installs, configures, maintains and monitors network infrastructure, ensuring high availability, security and performance. Oversees the design, maintenance, and planning of all new, and existing network and voice telecommunications systems.

Assists in revising and reviewing specifications for new and upgraded network and telecommunications systems and components. Prepares installation requests for new or relocated commonly used equipment. These may include cabling diagrams, lists and equipment specifications, adjustments to software configurations or other similar information. Assists in providing maintenance and operation of the network and telecommunications systems.

Conducts training sessions for new users as well as refresher sessions on telephone system features, voice mail, telephone system usage policies, telephone courtesy and other practical matters as needed.

Serves as liaison with equipment vendors, maintenance of personnel and all other providers of telecommunications lines and services.

Develops and maintains reference materials, technical manuals and user documentation for all systems.

Maintains a technical library of all such materials that document standard operating procedures for managing court network infrastructure and telecommunications.

Coordinates all repairs, adds, moves and changes for court network and telecommunications systems, and services including procurement activities. This includes the development and maintenance of an inventory of all such equipment, services and lines, and maintenance of all warranty and support information.

Analyzes and recommends funding for related network and telecommunications budget.

Reviews existing network and telecommunications expenditures, contracts and billing statements, seeking cost efficiencies where applicable.

Recommends network and telecommunications requirements and alternatives, including initial cost and projected savings.

Develops and implements project management procedures, tools, templates, activities and infrastructures.

Ensures that appropriate product-related training and documentation are developed and made available before projects are completed.

Participates in ensuring the confidentiality, integrity, security and availability of networks and telecommunications systems throughout planning, analysis, development and implementation of any new project.

Performs other administrative and technical work, which encompasses a variety of different duties and responsibilities related to information technology and supporting both the technical assistance (i.e. Helpdesk) team and the network team.

Assists in maintaining control of fax machine coverage for the facility, which includes maintaining an inventory database and coordinating delivery, installation and user training.

Manage and maintain the telephone system database. Maintain and update telephone system blueprints. Provide customer support services, including installation, troubleshooting and customer assistance.

EDUCATION/GENERAL EXPERIENCE:

Bachelor's Degree from an accredited four-year college or university in Computer Science, Information Systems or a field related to Telecommunications. An advanced degree, with focus on telecommunications, network technology, etc. is highly preferred. Cisco CCNA certification or CCNA-Voice certifications required. CCNP or CCVP certification highly desired. Candidate must have a strong working knowledge of the Microsoft client and Windows Server 2003 environment. MCSE certification preferred.

Two years of progressively responsible experience which provided (1) a good understanding of the methods and technical skills required to accomplish the work in a court environment; (2) the ability to analyze complex problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, both orally and in writing; and (4) the capacity to employ the knowledge, skills, and abilities in the resolution of problems/issues.

SPECIALIZED EXPERIENCE:

Three years of specialized professional experience that has provided thorough knowledge of theories, principles, practices, and techniques of networking and telecommunications, including the latest developments in systems hardware and software for voice, long distance, cellular, facsimile, and data systems, protocol and frame relay switches, VoIP. Candidate must have demonstrated VoIP or specifically Cisco VoIP technology experience in areas such as: IP PBX, IP telephony, handset, call control, and voicemail solutions. Broad knowledge of voice communication architecture (reading blueprints), including ISDN trunking and voice telephone switching, is essential.

SUBSTITUTION:

Additional specialized experience may be substituted for the degree requirement on a year for year basis, up to four years.

APPLICATION PROCESS AND INFORMATION:

Applicants must submit a narrative statement (essay) addressing the three factors listed below. Each factor should be addressed separately.

1. Describe in detail your specific work experiences with IP telephony systems and VoIP solutions that you have implemented. Response should include detailed aspects of a project you were directly involved with and additional details relating to the project implementation, installation and completion.
2. Describe your experience with telecommunication systems deployment and support (include specific details and examples).
3. Describe an example of a complex network infrastructure problem you resolved based on your ability to analyze the issue and assess the practical implications of alternative solutions.

Mail, fax, or email a cover letter, narrative statements, resume and AO-78 (*Application for Federal Judiciary Employment-see court's website at www.cafc.uscourts.gov-click on Employment*) to:

U.S. Court of Appeals for the Federal Circuit
717 Madison Place, N.W., ASO/HR-Suite 410
Washington, D.C. 20439
Attention: Systems & Telecommunications Specialist #CAFC-08-12

Fax to: (202) 633-5885 E-Mail: cafcjobs@cafc.uscourts.gov

OTHER INFORMATION:

Only qualified applicants who submit complete application packages will be considered for this position. Only those applicants selected for an interview will be contacted and must travel at their own expense. Reimbursement for travel and/or relocation is not available.

The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice. No phone calls please.

NOTES: (1) If selected you may be required to complete an initial performance evaluation period of employment. Failure to successfully complete the evaluation period may result in termination of employment. (2) This is an "**Excepted Appointment**" and "**At Will**" position. Federal Government Civil Service classifications or regulations do not apply. (3) As a condition of employment, applicants must successfully complete an FBI Fingerprint and Background Check. (4) This position is subject to EFT (direct deposit of earnings). (5) Must be a U. S. citizen or eligible to work in the United States.

The United States Court of Appeals for the Federal Circuit is an Equal Employment Opportunity employer.