

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-17-03

OPEN: April 5, 2017
CLOSE: Open until filled

**POSITION TITLE
AND SALARY:** Information Technology Support Specialist
CL 27 – CL 28 (\$53,210 - \$103,650)
Salary determined by qualifications and experience.

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

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) was established under Article III of the Constitution on October 1, 1982. The court was formed by the merger of the United States Court of Customs and Patent Appeals and the appellate division of the United States Court of Claims. The court is located in the Howard T. Markey National Courts Building on historic Lafayette Square in Washington, D.C.

The Federal Circuit is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. Appeals to the court come from all federal district courts, the United States Court of Federal Claims, the United States Court of International Trade, and the United States Court of Appeals for Veterans Claims.

The court also takes appeals of certain administrative agencies' decisions, including the United States Merit Systems Protection Board, the Boards of Contract Appeals, the Patent Trial and Appeal Board, and the Trademark Trial and Appeal Board. Decisions of the United States International Trade Commission, the Office of Compliance, an independent agency in the legislative branch, the Government Accountability Office Personnel Appeals Board, and the Department of Justice Bureau of Justice Assistance also are reviewed by the court.

Position Overview

The Information Technology Support Specialist position is located in the Information Technology Office (ITO) and reports directly to the Systems Supervisor. The incumbent provides technical support to judges, chambers staff, and court staff in the areas of installing, configuring, troubleshooting, and

repairing IT hardware and software applications; server and network support; and telecommunication systems support for VoIP and cellular phones. The Information Technology Support Specialist supports major national systems, off-the-shelf software applications, and systems developed and/or customized for local use. The incumbent is also responsible for training judges and court personnel in the use of automated systems and provides support for courtroom technology systems.

After the completion of an initial evaluation period, this position will have the option of working either an Alternate Work Schedule (AWS) or teleworking one day per week.

Responsibilities of the Information Technology Support Specialist may include, but are not limited to:

Monitors day-to-day operations of IT equipment and systems. Acts as a technical expert in solving computer system problems. Troubleshoots and fixes technical hardware and software program issues. Installs or assists in the installation and maintenance of hardware, new and/or revised releases of national systems, and off-the-shelf software. Advises the Systems Supervisor in areas of technology support, requirements, and capabilities including the anticipation of future requirements and the resolution of potential problems prior to implementation. Assists in the development and eventual implementation of short and long range technological improvements. Responsible for “pushing out” new client-side application upgrades, as required. Provides cabling support.

Provides user support and training to court staff of all levels on the operation of a variety of IT systems. Responds to help desk calls and e-mails. Creates and runs reports. Provides support for mobile computing devices and remote access. Implements and maintains wireless connections throughout the court facility. Maintains the Cisco IP telephone system and cellular devices. Serves as a technical expert with regards to courtroom technology and equipment including audio/video systems.

Assists the Systems Supervisor with the identification of hardware and software needs, as well as the purchase and inventory of IT materials and supplies. Promptly reports all inventory additions, moves, and changes to the court’s custodial officer and assists with the completion of physical inventory sightings of IT equipment. Receives, configures, and distributes new hardware in accordance with the Court’s cyclical replacement policy.

Assists the Network Administrator with the installation of new network connections and the maintenance and troubleshooting of existing connections and user accounts in a Microsoft environment. Creates, configures, and deletes user accounts. Serves as an alternate in the absence of the Network Administrator. Implements and tests network security measures in order to protect data, software, and hardware. Regularly performs data backups and system startup and shutdown procedures.

Initiates and maintains contacts with other IT court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs. Participates in local and national conferences and gatherings to enhance continued professional development as well as sharing and learning ways of improving technology applications for federal courts. Identifies and develops technology trends that meet specific needs of the court and its users.

Recommends to the court the implementation of standard policies and procedures pertaining to introduction and utilization of new technology and equipment. Prepares and maintains the documentation, standard operating procedures, and checklists for end users and other technicians.

Required Qualifications

Candidates must possess at least five (5) years of general experience in the information technology field. Candidates must have a strong working knowledge of the Windows Server 2008 or 2012

environment, MS Exchange and Symantec Backup Exec. Proficiency in Windows 7, Windows 10, MS Office (O365 and Office 2010) and Apple IOS is necessary. Must be able to lift and carry up to 50 lbs.

Certification in A+ and either MCSE or Cisco CCNA is preferred.

Specialized Experience

CL-27: Two (2) years of progressively responsible IT experience equivalent to work at the **CL-25** level that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management.

CL-28: Two (2) years of progressively responsible IT experience equivalent to work at the CL-27 level that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management.

Preferred Competencies

The ideal candidate will have thorough knowledge of capabilities, limitations, and functional applications of information technology; advanced knowledge of networking, operating systems, servers and LAN/WAN technologies; skill in writing program documentation; ability to analyze operating systems and identify complex issues to troubleshoot and resolve a problem or system crash; skill in reviewing procedures, policies, and manuals; skill in coordinating and implementing IT projects; and the ability to manage multiple projects, prioritize work, and meet established deadlines. A bachelor's degree in computer science or a related field is preferred.

Application Process and Information

To be considered application packages must include:

1. Cover letter wherein the applicant describes the knowledge, skills, and abilities that would make her/him well qualified to fill this position
2. Resume outlining educational background, employment history, and other relevant information
3. Application for Employment ([Form AO-78](#) – *Visit the court's website at <http://www.cafc.uscourts.gov/human-resources>. Description of work must be completed for each section of Work Experience. Incomplete and/or unsigned Applications will not be considered.*

Complete application packages containing the items above may be sent by email to hr@cafc.uscourts.gov or delivered by mail to the following address:

United States Court of Appeals for the Federal Circuit
717 Madison Place, N.W.
Suite 410, Human Resources
Washington, DC 20439
Attention: Information Technology Support Specialist, CAFC-17-03

Other Information

Only those applicants selected for an interview will be contacted and must travel at their own expense; except that reimbursement for travel may be available during the final stages of the interview process. Reimbursement for 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.

Employees of the United States Court of Appeals for the Federal Circuit are excepted service appointments. Federal government civil service classifications or regulations do not apply. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C.§1324b(a)(3)(B). Under 8 U.S.C.§1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

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