

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

ANNOUNCEMENT NO.: CAFC-17-08-Revised

OPEN: January 4, 2018
CLOSE: Open until filled

POSITION TITLE AND SALARY: Systems Network Engineer
CL 28/CL 29/CL 30 (\$65,238 - \$148,979)
Salary determined by qualifications and experience.
Promotion to CL 29 and/or CL 30 may occur without further posting or competition.

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

****Application packages submitted for the original announcement CAFC-17-08, Systems Network Engineer, will automatically be considered.****

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 Systems Network Engineer position is located in the Information Technology Office (ITO). The incumbent is responsible for providing expert technical support for the court's Cisco voice, network, and data telecommunications systems, to include customer support, design and development, procurement, installation and implementation, testing and security. Physical effort will be involved in mapping proper cable routes and connections and in moving, installing, and troubleshooting telecommunications systems and other IT equipment. Duties will occasionally require working non-business hours (weekends and after hours). 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 Systems Network Engineer may include, but are not limited to:

Manage the court's autonomous telecommunications operations. Identify customer telecommunications requirements and develop recommendations and project implementation plans, including alternatives and cost detail reports. Coordinate procurement of telecommunications equipment and services, oversee installation and cabling, perform system testing, and monitor and maintain systems, troubleshooting issues as necessary. Develop and maintain reference materials for telecommunications equipment and services. Document technical installation and configuration details for reference by IT colleagues. Maintain and update telephone system blueprints.

Manage the court's network and server (Windows and Linux) infrastructure. Identify customer network and server requirements and develop recommendations and project implementation plans, including alternatives and cost detail reports. Coordinate procurement of related equipment and services, oversee installation, perform system testing, and monitor and maintain systems, troubleshooting issues as necessary to ensure high availability, security and performance.

Adhere to and enhance the court's IT security policies by conducting and analyzing network security assessments. Administer centralized patch management, vulnerability scanning and remediation, intrusion detection and web threat protection, and centralized logging management.

Ensure FedRAMP compliance with Office 365 Cloud services. Work closely with subject matter experts to implement cloud and virtual services including replication. Assist with creating and documenting an overall architecture plan for cloud services. Create detailed network documents and diagrams.

Manage, configure, maintain, enhance, and troubleshoot local area network (LAN) servers, virtual local area networks (VLANs), wide area network (WAN) connectivity and utilization, wireless connectivity, voice over internet protocol (VoIP) infrastructure, and related equipment (Cisco: routers, switches, firewalls, wireless access points, and their respective cabling).

Oversee and administer videoconferencing solutions and conduct testing to ensure the proper quality of service.

Provide telecommunications and network infrastructure spending and budget data and assist in formulating annual IT spending plans.

Maintain an inventory of telecommunications and network related equipment according to internal controls policies. Oversee the removal and appropriate disposal of outdated equipment.

Assist the Helpdesk and Applications Developments teams with IT technical support in a Windows and Linux environment, on an as needed basis.

Required Qualifications

Education

Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems or a Telecommunications related field. Cisco CCNA certification or CCNA-Voice certification required. CCNP or CCVP certification is highly desired. Candidate must have a strong

working knowledge of the Microsoft Windows Server 2008/2012 OS environment, MS Exchange, Active Directory, and VMware vSphere operations. MCSE certification is preferred.

General Experience

Four years of progressively responsible experience which provided (1) a good understanding of the methods and technical skills required to accomplish the work of supporting servers (MS Windows and Linux), MS Exchange, and Cisco telecommunications and network infrastructures; (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. The ability to lift a minimum of 20 lbs. is required.

Specialized Experience

CL-28: Two (2) years of progressively responsible IT experience equivalent to work at the **CL-27** level that provided thorough knowledge of theories, principles, practices, and techniques of telecommunications system support and Cisco networking infrastructure, including the latest developments in systems hardware and software, systems security, cabling, routers, and switches.

CL-29: Two (2) years of progressively responsible IT experience equivalent to work at the **CL-28** level that provided thorough knowledge of theories, principles, practices, and techniques of telecommunications system support and Cisco networking infrastructure, including the latest developments in systems hardware and software, systems security, cabling, routers, and switches.

CL-30: Two (2) years of progressively responsible IT experience equivalent to work at the **CL-29** level that that provided thorough knowledge of theories, principles, practices, and techniques of telecommunications system support and Cisco networking infrastructure, including the latest developments in systems hardware and software, systems security, cabling, routers, and switches.

Preferred Competencies

The successful candidate must possess excellent communication (both oral and written) and organizational skills; ability to exercise innovative and creative skills to solve challenging issues; to multi-task and work effectively under pressure; ability to manage projects efficiently and meet established deadlines; ability to interact with nontechnical users in a professional and supportive manner; and the ability to work independently and in a team environment when needed.

Application Process and Information

To be considered application packages must include ALL of the following:

1. Resume outlining educational background, employment history, and other relevant information.
2. 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.
3. Narrative statement addressing the three factors listed below. Each factor should be addressed separately.
 - a. 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.
 - b. 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.

- c. Describe in detail your experience supporting and maintaining a Microsoft Windows server environment. Statement should include the number and type of servers maintained, as well as the applications used on these servers.

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: Systems Network Engineer, CAFC-17-08-Revised

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.