

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC 25-03
<u>Closing Date:</u>	Open until filled
<u>Position Title:</u>	Office 365 Support Specialist (Applications Support Specialist)
<u>Grade/Salary:</u>	CL 27 – CL 28 (\$67,660 - \$131,826) Salary determined by qualifications and experience as outlined below. Promotion up to CL 29 may occur without further posting or competition.
<u>Position Location:</u>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place NW, Washington, DC 20439

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) 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. For additional information about our court please [visit our public website](#).

Position Overview

The Office 365 Support Specialist (Applications Support Specialist) position is in the Information Technology Office (ITO) and reports to the IT Support Manager. ITO provides technology-based tools and services to support the court's mission in an efficient, secure, and reliable manner, while delivering excellence in customer service. The Office 365 Support Specialist (Applications Support Specialist) plays a crucial role in providing technical and functional support to ensure the effective use of Microsoft 365 tools across the court. The Office 365 Support Specialist (Applications Support Specialist) will focus on SharePoint Online, Microsoft Teams, and Power Platform, enabling seamless operations and rapid troubleshooting and drive innovation by leveraging the Power Platform to improve workflows, automate processes, and enhance overall productivity within the court.

Responsibilities include, but are not limited to:

- **Power Platform Support and Innovation:** Leverage Power Platform to drive innovation within the court, helping users automate processes, create apps, and develop custom workflows using Power Automate, PowerApps, and Power BI. Assist in the creation of custom business applications using PowerApps to streamline business operations. Assist with identifying opportunities for business process improvement through automation and data-driven insights using Power Platform tools. Provide functional and technical guidance on integrating Power Platform with other Microsoft 365 products like SharePoint, Teams, and Outlook to improve collaboration and efficiency.

- **Training and Support:** Develop, implement, and update Microsoft 365 training materials and user guides (e.g., user manuals, video tutorials, FAQs). Deliver training sessions to court and chambers staff, both in-person and remotely, on Microsoft 365 systems and other locally developed applications. Conduct regular Microsoft 365 webinars, workshops, and one-on-one sessions that focus on basic and advanced functionalities, educating users on new features, best practices, and productivity tips. Provide ongoing user support via helpdesk and internal communication channels. Act as the primary point of contact for escalated Microsoft 365-related issues and questions. Create and maintain knowledge base articles and troubleshooting guides for end-users. Gather feedback from users to improve training content and processes.
- **System Integration:** Research, evaluate, and recommend Microsoft 365 solutions and integration across the organization based on identified user need. Work with court offices and sections to ensure Microsoft 365 is being used effectively for collaboration and communication. Develop, implement, and maintain court wide requirements, standards, and structures for file management, permissions, and access controls. Assist with the migration of data to Microsoft 365 and provide guidance during the transition process. Continuously assess Microsoft 365 features and updates to recommend improvements or new tools to increase organizational productivity.
- **System Analyst and Improvement:** Monitor the Microsoft 365 roadmap and keep the organization informed of any significant updates, new features, and changes that impact business processes. Proactively recommend process improvements and potential new uses for Microsoft 365 tools and Power Platform within the organization. Assist in upgrading systems and implementing new technologies or workflows to keep the company on the cutting edge of innovation and productivity. Review, recommend, and assist with the development and implementation of new or upgraded Microsoft 365 tools based on user needs and feedback.
- **General Responsibilities:** Communicate clearly and effectively, both orally and in writing, to explain complex matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing quality customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

Education

Candidates must possess a high school diploma or equivalent.

Specialized Experience

- **CL 27 (\$67,660 - \$110,012):** Candidates must have a minimum of two (2) years of progressively responsible IT experience that provided thorough knowledge of the theories, principles, practices, and skills required to provide technical and functional support of Microsoft 365. One year of specialized experience may be substituted by a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below.
- **CL 28 (\$81,117 – \$131,826):** Candidates must have a minimum of four (4) years of progressively responsible IT experience that provided thorough knowledge of the theories, principles, practices, and skills required to provide technical and functional support of Microsoft 365. The experience must include mentoring others, leading technical teams, or providing deep subject matter expertise used to advise leadership on the technical direction of the organization. One year of specialized

experience may be substituted by a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below.

Superior Academic Achievement

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0; AND/OR
- Standing in the upper third of the class; AND/OR
- "3.5" average or better in the major field of study, such as Computer Science or a related field that would prepare a candidate well to perform in this position; AND/OR
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study at an accredited college or university. A degree program in computer science, information systems, or a related field is preferred.

Required Competencies

- Technical Expertise in Microsoft 365: Expertise in SharePoint Online, Microsoft Teams, and Power Platform, with strong troubleshooting skills to resolve complex technical issues across various Microsoft 365 tools.
- Training and Support: Ability to develop and deliver technology-based training curriculum and deliver engaging training sessions, including in-person, remote, and through webinars/workshops, tailored to different user skill levels.
- Collaboration: Strong skills in working with various departments to ensure Microsoft 365 tools are being used effectively.
- Communication: Excellent written and verbal communication, with the ability to explain complex technical concepts to non-technical users.
- Adaptability and Continuous Improvement: Ability to stay up to date with Microsoft 365 updates and new features, ensuring that the court benefits from the latest technological advancements. Ability to recommend and implement process improvements, leveraging new features and tools to enhance productivity and efficiency.

Application Process

To be considered, application packages must include:

1. Cover letter of no more than two pages, wherein the applicant describes the required knowledge, skills, abilities, and/or experience that would make them well qualified to fill this position.
2. Resume outlining educational background, employment history, and other relevant information.
3. Completion of the online AO-78, Federal Judicial Branch Application for Employment.
4. Completion of the online cognitive aptitude test and personality profile.

Once you have the cover letter and résumé (items 1 and 2 above) readily accessible in PDF format, follow the link below to submit your files and complete the online AO-78 and online tests (items 3 and 4 above): <https://www.ondemandassessment.com/link/index/JB-B4Q2ENMEI?u=116354>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov. Applications submitted to this email address will not be reviewed or considered.

Benefits Information

A generous benefits package is available to full-time permanent court employees including:

- Paid vacation and sick leave paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program; Health Care Reimbursement (HCRA) and Dependent Care Reimbursement (HCRA).
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- For more benefit information visit the [Judiciary's Benefits Page](#).

Additional Information

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. 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.

This position is on-site in Washington, DC with telework opportunities per the Court's guidelines. This is an Excepted Appointment and At Will position. Federal government civil service classifications or regulations do not apply. As a condition of employment, applicants must successfully complete an FBI fingerprint and background check. This position is subject to EFT (direct deposit of earnings).

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 U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.