



United States Bankruptcy Court for the District of Arizona

38 S. Scott Avenue Tucson, Arizona 85701

Vacancy Announcement

Position: Technology Specialist

Opening Date: January 24, 2018

Location: Tucson, Arizona

Closing Date: February 23, 2018

Salary Range: CL 26 - \$44,871 - \$72,961

The U.S. Bankruptcy Court for the District of Arizona is seeking qualified applicants for the position of Technology Specialist to meet the current and emerging technology needs of the court. The court is constantly expanding our technology strategies to meet the needs of our internal and external customers. We are looking for a positive activator who is ready to contribute new ideas to the future development of the MIS department.

Position Overview

The Technology Specialist will provide automation and help desk support for judges and court staff. Duties will include technical support including installing, configuring and troubleshooting mobile devices, computer hardware, and software programs. This position is located in the Tucson office and will report to the Director of Information Technology.

Essential job functions

- Serve as the first point of contact for users (judges and court staff) seeking technical assistance in person, by telephone or through email
- Provide technical support for desktops, laptops, mobile devices, courtroom technology, audio/visual equipment, court digital recording software, and other hardware and software used by court staff
- Handle moves, new setups and changes in computer equipment and peripherals such as printers, scanners, projectors, and copiers. Replace or upgrade software and hardware as directed
- Assist users experiencing difficulties in the use of office applications such as word processing, email, browsers, Adobe Acrobat, and other software programs used by the court
- Educate users on the use of court hardware and software via individual help sessions, demonstrations, classes, and written reference material.
- Maintain an up-to-date computer related inventory
- Travel to the other offices as needed for user interaction and education, device rollouts, coordination with vendors, and special projects. May travel to other offices to attend training

Qualifications

Qualified candidates must have two years of specialized experience, including at least one-year equivalent to work at the CL-25 or completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in the major field of study, such as business or public administration, human resources management, industrial relations, or psychology;
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law or, other field closely related to the subject matter of the position



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Knowledge, Skills and Experience

- Knowledge of current technology, routine hardware maintenance and troubleshooting procedures, and commonly used software applications
- Knowledge of IT security principles, practices, and policies
- Knowledge of theories, principles, and practices for testing, installing, deploying, maintaining, and diagnosing problems with computer hardware and software
- Basic knowledge of and troubleshooting skills with audio/visual systems.
- Familiarity with remote desktop protocols
- Hands-on experience with installing and troubleshooting hardware such as printers, desktops, monitors, laptops, tablets, and peripherals
- Hands-on experience with installing and troubleshooting end user applications such as:
 - Windows 7 / 10 and MAC OS
 - Microsoft Office 2016 (including Outlook)
 - Adobe Acrobat 2017
 - Latest IE, Safari and Chrome Browsers
 - Mobile devices for iOS and Android
 - IBM Notes

Personal Characteristics

- Excellent interpersonal skills and the ability to work collaboratively in a team environment
- Maturity, good judgment, high ethical standards, and a positive work attitude
- Highly organized and able to multi-task, as well as manage projects and meet deadlines
- Ability to remain calm and professional in stressful situations
- Ability to take initiative and work without direct supervision
- Must be able to work effectively with all levels of court staff
- Ability to communicate effectively, both orally and in writing, with individuals and in groups to provide information, facilitate meetings and provide training
- Ability to manage multiple high impact projects and priorities within strict deadlines in a fast-paced environment
- May work early mornings, late evenings and weekends on an as needed basis
- Employee may be required to climb ladders and lift/move moderately heavy items

Preferred Work Experience and Qualifications

- Three to five years of relevant work experience is preferred
- Certification in Microsoft, Linux, Cisco, HP, or similar technologies
- Bachelor's degree in Information Technology, Computer Science or relevant field
- Federal judiciary work experience along with general knowledge of court functions and operations
- Hands on experience with Linux, MySQL, SQL Server, PowerShell, HTML, Drupal, Wiki, WordPress or JAVA
- Skill in advising and training non-automation personnel in automation techniques and processes

Benefits

Federal employees are entitled to standard federal benefits such as paid vacation and sick leave, medical insurance, life insurance, dental and vision. Employees appointed to a position on or after January 1, 2014 contribute 4.4% of their base pay to the Federal Employees Retirement Program. Employees are also eligible for disability insurance, long-term care insurance, and a tax-deferred savings plan.



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Applicant Information

Applications will be screened for qualifications and the best-qualified applicants will be invited for a personal interview. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided.

Applicant must be a United States citizen or eligible to work in the United States. The United States Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS), mandates that all federal government agencies in the continental U.S. comply with the Immigration Reform and Control Act of 1986 (IRCA) which states that federal government agencies must hire only U.S. citizens and aliens who are authorized to work in the United States.

Employees of the United States Bankruptcy Court are "at-will" employees and are not covered by the Office of Personnel Management's civil service classifications or regulations.

This position is required to complete a background check and investigation. Appointment is provisional and retention is contingent upon a favorable suitability determination of the background check and investigation.

This position is subject to mandatory electronic fund transfer (direct deposit) participation for net pay. The court reserves the right to modify, withdraw or fill the position, which may happen without prior notice.

*All internal judiciary promotions are based on successful performance and subject to approval by the Administrative Office of the U.S. Courts.

How to apply

Qualified applicants are invited to submit a cover letter detailing relevant experience and how they meet the desired qualifications for the position and a resume via email to: hr-18-02@azb.uscourts.gov

The United States Bankruptcy Court District of Arizona is an Equal Opportunity Employer.