



United States Bankruptcy Court District of Arizona

38 S. Scott Ave
Tucson, Arizona 85701
(602) 682-4000

Vacancy Announcement Announcement #23-01

Position: Automation Specialist

Location: Tucson, AZ

Position Type: Full-Time Temporary

Salary Range: \$46,427 - \$75,482 (CL 25, Step 1-61) *
*Depending on qualifications and experience, education, and salary history

Opening Date: Wednesday, March 1, 2023

Closing Date: Friday, March 31, 2023

Position Overview:

The U.S. Bankruptcy Court, District of Arizona is seeking an Automation Specialist in Tucson. This position will be located within the Information Technology Department and will report to the Systems Manager.

The incumbent provides specialized technical automation support for Judges, Chambers staff, and Clerk's Office staff located in the District of Arizona. The Automation Specialist provides support for desktop computers, mobile devices, operating systems, application software, and peripheral devices, as well as other automated systems and equipment utilized by the courts. The incumbent may provide IT support to other sites within the District of Arizona and must be able to travel to locations as needed.

Representative Duties:

- Provide first-level technical automation support to court staff. The primary responsibilities for the person assigned to this position include being the main point of customer contact for the Information Technology Department by answering and taking ownership of user support requests (telephonically, via e-mail or Teams messaging) and working to resolve the reported issues; enlisting the assistance of subject matter experts to resolve user technical issues (when appropriate); and effectively documenting solutions.
- Responsible for the configuration, installation, and support of Microsoft Windows and macOS based hardware and software; installation and support of computer peripherals such as printers, scanners, and multi-function devices; configuration and support of mobile devices such as Windows and Apple laptop computers, iPads, Apple Watches and iPhones; providing information and assistance to users in regard to software applications and hardware; diagnosing and fixing hardware and software problems; and network support activities such as cabling and first-level troubleshooting.

- Provide ad hoc end-user training as required.
- Perform routine telecommunication support duties such as configuring and installing IP telephones, basic IP telephone system support, and the scheduling, operation, administration, and troubleshooting of video teleconferencing equipment.
- Provide hands-on support for courtroom and conference room audio-visual equipment.
- Provide support and maintenance of Multi-Function Printers/Copiers
- Responsible for website updates and GovDelivery notifications.
- Responsible for computer related onboarding and training for new hires, interns, and externs. Also provide support and setup for interns and externs remote teleworking and (Bring Your Own Device).
- Provide support and knowledge for an array of Microsoft Office and Adobe applications in a O365 environment.
- May be called upon to evaluate, test, and implement new operating systems, off-the-shelf and locally developed software, workstation hardware, and mobile devices and related software.
- May also perform other automation-related duties and/or assist with special projects as required.
- Performs other duties as assigned.

Qualifications:

The successful applicant must be a high school graduate or equivalent; have two years of general experience **and** two years specialized experience, including at least one year equivalent to work at the next lower level (CL 24).

Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills, and abilities to successfully perform the duties of the position. This includes technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. This position requires the ability to lift a minimum of 50 pounds, and the physical mobility to access equipment wherever it may be positioned (e.g., under desks, on racks, etc.). Strong troubleshooting abilities and customer service skills are mandatory.

Education above the high school level may be substituted for general experience.

Preferred Qualifications:

Preference will be given to those candidates who possess strong experience in delivering quality end-user automation support to a large user population in a fast paced, technically diverse environment, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked (Microsoft Active Directory) environment. Experience in configuring, installing, and supporting desktop and laptop/tablet computers and related peripheral devices as well as mobile computing devices (specifically Apple iOS devices) is also highly preferred. Additionally, experience in end user support of Microsoft Office enterprise software products including MS Outlook/Exchange email, MS Office Professional, Microsoft Teams, and Office 365 (including OneDrive and OneNote) is desirable. Experience with SharePoint and Power Automate is a plus. Experience in supporting voice and video telecommunications technologies such as VoIP telephone systems/devices and IP- connected video teleconferencing hardware is helpful, as is experience supporting audio/visual technologies with basic electronic troubleshooting skills.

Preference will also be given to candidates whose work experience provides evidence of strong customer service and interpersonal communication skills; the ability to work cooperatively with clients,

team members, and managers; the ability to handle multiple priorities in a fast-paced environment; and the ability to follow an assigned project through to completion. Preference may be given to applicants with experience in a federal court environment and/or experience with specialized applications designed for the federal courts. A bachelor's degree is preferred.

Benefits:

Federal employees are entitled to standard federal benefits such as paid vacation and sick leave, medical insurance, life insurance, dental, vision and retirement benefits. Employees are also eligible for disability insurance, long-term care insurance, and a tax-deferred savings plan.

Applicant Information:

Applications will be screened for qualifications and the best-qualified applicants will be invited to participate in an interview via video conference (Zoom, Teams, etc.) or 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. 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 considered a high-sensitive position. As a condition of employment, the successful candidate is required to undergo 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.

*All 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, a resume, and the AO- 78 Application for Judicial Branch Employment via email to: azbrecruitment@azb.uscourts.gov

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