

UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE MIDDLE DISTRICT OF LOUISIANA



NOTICE OF VACANCY

*The United States Probation & Pretrial Services Office for the Middle District of Louisiana is accepting applications for the position of **Systems Support Specialist**.*

ANNOUNCEMENT NUMBER:	21-USPO-2
LOCATION OF POSITION:	Baton Rouge, Louisiana
POSITION TITLE:	Systems Support Specialist Full-Time Permanent Position (FTP), Excepted Service
CLASSIFICATION LEVEL:	Court Personnel System, classification level (CL) 25 – 26
SALARY RANGE:	CL 25: \$42,747 – \$69,462 annually, depending on experience CL 26: \$47,071 – \$76,499 annually, depending on specialized experience
OPENING DATE:	Monday, September 20, 2021
CLOSING DATE:	Open until filled with first preference given to applicant packets received by 5:00 PM CST on Monday, October 4, 2021
STARTING DATE:	TBD

★ *This position has promotion potential without further competition up to classification level 27.*

POSITION OVERVIEW:

The United States Probation & Pretrial Services Office for the Middle District of Louisiana is accepting applications for the position of Systems Support Specialist. This position is located in the Automation department and reports directly to the Director of Automation. The Systems Support Specialist provides administrative and technical support to the court in a wide range of areas, including developing and configuring hardware and software solutions and providing support for complex technology systems and projects. The incumbent performs technical work related to designing, modifying, and adapting existing system software. The Systems Support Specialist analyzes the needs of end-users and develops and implements software solutions. Duties of this position include, but are not limited to:

- Plan, develop, and deploy hardware and software solutions which enhance organizational efficiency and capabilities. Confer with Director of Automation and end users to customize solutions, including providing information on project limitations, performance requirements, and required interfaces. Consult with Director of Automation about system design, enhancements, and ongoing maintenance.
- Provide end user support for nationally support & commercial off-the-shelf applications. Serve as liaison between Director of Automation and end users.
- Modify, adapt, and enhance existing software, including national programs, to allow adaptation to new hardware, correct errors, or improve performance of the software. Prepare flow charts which clearly document changes and proposals. Document work for follow-up purposes. Perform system testing and validation procedures. Create system and user documentation.
- Develop custom reports, using court proprietary scripting methods to deploy scheduled reports for Probation end-users.
- Coordinate maintenance, security, troubleshooting, and development of various databases which encompass the major applications of the court. Diagnose and remedy computing system failures, both hardware and software.
- Assist Automation team with planning, coordinating, implementing, and testing network security measures in order to protect data, software, and hardware.
- Monitor and maintain SharePoint Online instance, document libraries, storage requirements and O365 applications for the Probation and Pretrial Services Office.
- Maintain intranet and public facing websites for Probation and Pretrial Services Office. Provide information and assistance to users on applications, such as word processing and data entry. Create user accounts and assist with providing end user training.
- Install or assist in the installation of upgrades of new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software. Provide support for systems maintenance and local automation inventory controls. Provide support for mobile computing devices and remote access. Provide cabling support. Troubleshoot and provide user assistance with audio/visual, cellular, and land-line communications and equipment.
- Monitor day-to-day operations of technology equipment and its systems. Serve as the technical expert in solving computer system problems.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and the latest user programs.
- Assist the Director of Automation with preparation of complex reports and budget projections. Participate in and assist with ongoing functional training programs.
- Performs other duties as assigned.

GENERAL INFORMATION:

- Applicants must be United States citizens or eligible to work in the United States.
- Reference and background checks will be conducted on final candidate(s).
- Work may be performed in an office setting and off-site from a remote duty station. Some travel may be required.

REQUIRED QUALIFICATIONS:

- High school diploma or equivalent.
- Self-starter with demonstrated analytical and problem-solving skills, professional demeanor, and ability to exercise sound judgment;
- Excellent interpersonal and communication skills, both oral and written;
- Excellent organizational skills, including ability to manage multiple high impact projects and priorities within strict deadlines in a fast-paced environment;
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations;
- Ability and availability to travel for work related reasons and stay overnight and work nights and weekends as needed;
- Ability to independently lift 25-30 pounds.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in computer science, MIS, or related field;
- Knowledge of and experience with design, implementation and maintenance of server, and desktop virtualization, VoIP & FoIP systems.
- Hands-on experience with Microsoft Office365 environment and Adobe Acrobat Pro;
- Knowledge of Microsoft SharePoint Online;
- Knowledge of Drupal Content Management System;
- Knowledge of Database design, data extraction, and developing custom reports, run SQL queries;
- Hands-on experience in administering Microsoft Windows Server 2016/2019, Microsoft Active Directory, and Microsoft IIS;
- Hands-on experience with creating and administrating virtual servers and virtual desktops using VMWare including ESX, vSphere, Horizon View, user environment manager, master images, snapshots, and desktop deployment;
- Hands-on full life cycle experience administering physical and virtual Microsoft servers and applications, and related IT infrastructure services;
- Demonstrated commitment to performing functional and security testing of systems, websites and application and security updates prior to roll out;
- Demonstrated commitment to performing excellent customer service;
- Experience ensuring 24/7 availability of mission critical systems.

BENEFITS:

Judiciary employees serve under excepted appointment (not civil service). Employees working at least 20-hours weekly and serving an appointment term of more than one year are eligible for the following benefits.

- Ten paid Federal holidays plus paid annual and sick leave;
- Retirement benefits under the Federal Employees Retirement System (FERS/FRAE);
- Retirement under the Thrift Savings Plan (TSP) with employer matching contributions;
- Health benefits under the Federal Employees Health Benefits Program (FEHB);
- Supplemental Dental & Vision Benefits under the Federal Employees Vision & Dental Plan (FEDVIP);

- Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI);
- Flexible Benefits Program for Health Care Reimbursement and Child Care Reimbursement;
- Long Term Care Insurance through the Office of Personnel Management (OPM);
- Paid on-site assigned parking; and
- 24-hour fitness facility

APPLICATION PROCEDURES:

Interested candidates should submit complete applicant packet which includes: a letter of interest, a current/detailed resume, three professional references, AND a completed Application for Judicial Branch Federal Employment (Form AO-78). Applicant packets received by 5:00 PM CST on Monday, October 4, 2021 will be given first preference. Applications for Judicial Branch Federal Employment (Form AO-78) may be downloaded from our website www.lamd.uscourts.gov/employment. You must reference the vacancy announcement number in your letter of interest. Applicant's packets will not be considered complete until all of the items listed above have been received by Human Resources. Hard copies WILL NOT be accepted. Please email or fax your complete applicant packet to:

humanresources@lamd.uscourts.gov

*(Attachments must be saved as **one** PDF file – Multiple attachments WILL NOT be accepted.)*

OR

Attention: Human Resources – fax number 225.389.3542

ADDITIONAL INFORMATION:

Due to the volume of applications received, the United States Probation & Pretrial Services Office will contact only the most qualified applicants who will be invited to one (or more) personal interview(s). Applicants selected for interviews will be required to travel to the designated location at their own expense. The Court is not authorized to reimburse applicants for travel and/or relocation expenses. Only those who are interviewed in person will receive a written response regarding their application status. If you are not contacted by our office, another candidate within the recruitment field, with either more experience or qualifications, was selected. Please do not call.

The Court requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Employees of the United States Courts are NOT included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees. Employees who work at the Court are considered at-will and work at the pleasure of the court. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings.

The Court has the right to modify the conditions of this vacancy announcement, withdraw the announcement, or fill the position at any time before the closing date, any of which may occur without prior written notice. The selectee will be subject to a one-year probationary period in this position.

The Court provides reasonable accommodations to applicants with disabilities in accordance with the American with Disabilities Act. If you need a reasonable accommodation, please notify human resources at humanresources@lamd.uscourts.gov. The decision on granting reasonable accommodations will be made on a case by case basis. The United States Probation & Pretrial Services Office for the Middle District of Louisiana is an Equal Opportunity Employer and values diversity in the work place.