



VACANCY ANNOUNCEMENT

UNITED STATES DISTRICT COURT AND PROBATION OFFICE

Southern District of Iowa

www.iasp.uscourts.gov

Position: IT Systems Support Specialist (Amended)
Posting: 24-04
Opening Date: August 23, 2024
Closing Date: Open until filled
Location: Des Moines, IA or Davenport, IA
Classification Level/Salary Range: CPS CL 26/27 (Des Moines \$53,220-\$95,032; Davenport \$53,663-\$95,824; salary is based on experience and qualifications in accordance with the Court Personnel System.

Position Overview

The successful candidate will be working with a highly collaborative team across our district and be involved in activities such as user support, high-end audio/video systems in the courtroom, IT security, and special projects bringing innovation to the Judiciary. This position is in the consolidated Information Technology Department of the United States District Court and Probation Office for the Southern District of Iowa. The incumbent will support specialized systems and provide technical support to 100 court staff users and three district court judges and three magistrate judges.

The incumbent will primarily provide support and maintenance for servers, users, telephone systems, Help Desk tickets, IT Security programs, audio and video equipment, and other courtroom technology. The primary duty station will be either in the Des Moines or Davenport courthouse, with occasional travel to divisional offices. This position reports directly to the Director of IT.

Duties and Responsibilities

- Provides in-person and remote technical assistance to all Iowa Southern District Court and Magistrate judges, chambers staff, and clerk's office and probation staff.
- Manages backups, disaster recovery, and solving connectivity issues across all network systems.
- Administers user accounts, permissions, and policies applied via Active Directory.
- Performs systems administration tasks, including server configuration, group policy administration and user account administration.
- Participates in the creation, maintenance, and enhancement of data backup and recovery procedures and practices including network performance, security, end point protection, web usage/monitoring, design and acquisition of servers, switches, and other related components.
- Triage and resolves server failures, to include identifying root causes, recommending remediations, and establishing future preventative measures.
- Performs systems management functions to deploy agents, scripts, patching, and operating system images for endpoints.
- Assists with technical support and maintenance of telephone systems, courtroom technology, and mobile technology, as required.
- Prepares written procedures for users and IT staff. Provides training on the use and support of computer systems and programs.

- Creates and maintains systems documentation.
- Performs other related duties as required.

Qualifications

To qualify for this position, the applicant must have two years specialized experience, including at least one year of work that includes, but it is not limited to, providing computer and systems support, server and computer setup, computer systems configuration, patching and troubleshooting, or network support, network systems monitoring, backup and recovery.

Associate's degree in computer science, computer engineering or related area is preferred. Candidate must have a good understanding of computer systems and an ability to troubleshoot and repair problems with hardware and software. Candidate also must have excellent organizational skills, an ability to often work independently but as part of a larger team, and ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, good communication skills, deliver excellent customer service, and be service oriented.

Benefits

Benefits include eleven paid holidays, paid vacation and sick leave, and participation in the Federal Employees Retirement System. Optional participation in Federal Employees' Health Benefits Program, Federal Employees' Group Life Insurance Program, Thrift Savings Plan, Flexible Benefits Program, and Federal Judiciary Long Term Care Insurance Program is also available.

Conditions of Employment

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available for review upon request. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment. Employees of the United States District Court and Probation Office are at will and can be terminated with or without cause at any time.

Miscellaneous

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The U.S. District Court and Probation Office for the Southern District of Iowa provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The U.S. District Court and Probation Office for the Southern District of Iowa reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior notice.

The U.S. District Court and Probation Office for the Southern District of Iowa does not reimburse for expenses associated with interviews or relocation.

For Consideration

Qualified applicants should submit a resume and AO78 form (<https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>).

Email all documents as a single pdf to: applications@iasd.uscourts.gov. Any inquiries regarding the posting, the application process, or follow up calls should be directed to Mindi Shepherd, HR/Training Manager via e-mail or phone (515-284-6392).

The Southern District of Iowa is an Equal Employment Opportunity Employer