

**U.S. DISTRICT COURT, MIDDLE DISTRICT OF TENNESSEE
OFFICE OF THE CLERK OF COURT**

POSITION DESCRIPTION

POSITION: Automation Support Specialist
ANNOUNCEMENT NO.: 14/06
DUTY LOCATION: Nashville, Tennessee
CLASSIFICATION LEVEL: CL 25 Step 1 (\$33,579) to CL 26 Step 61 (\$60,125),
depending on experience and qualifications
START DATE: Position available immediately
OPEN PERIOD: Tuesday, December 16, 2014 to Friday, January 9, 2015

POSITION OVERVIEW:

This position is located in the Clerk's Office. The Automation Support Specialist provides automation and helpdesk support for court unit staff and provides technical support in installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems.

REPRESENTATIVE DUTIES:

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry. Provide on-call support.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Create user accounts and maintain associated documentation.
- Advise managers and users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.
- Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations.
- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

MANDATORY QUALIFICATION REQUIREMENTS:

General Experience: A minimum of two years of progressively responsible experience that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of an Automation Support Specialist. (Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals nine months of experience.)

Specialized Experience: A minimum of one year of progressively responsible experience in the field of information technology. This experience could include modifying, enhancing,

designing, implementing, and/or maintaining computer systems including systems analysis, computer programming, systems integration and/or project management or equivalent. Experience could also include supporting Windows desktop operating systems and troubleshooting and resolving technical problems involving PC equipment and peripherals. Experience with Microsoft Windows Active Directory, Microsoft Group Policy, virtualization technologies, multi-vendor SQL databases and Linux. Experience with standards-based LAN and WAN architecture and common network protocols such as Ethernet, VOIP, VPN, wireless, Internet and TCP/IP. Experience supporting and troubleshooting audio visual equipment including video conference, microphones, speakers and displays. Experience training individuals and classes on computer related software.

Other Requirements: Skill in performing software and hardware installation and maintenance. Ability to troubleshoot complex hardware and software problems, gather and analyze information, and then recommend a course of action. Ability to communicate information accurately and in a timely manner to/from individuals within and outside the court. Attention to detail and the ability to meet strict deadlines required. Ability to interact with nontechnical system users in a professional and supportive manner, and the ability to effectively work in a team environment. Physical effort is required in lifting, moving, connecting and troubleshooting equipment. Strong preference for candidate with a college degree in Computer Science or a related field and/or position related certifications.

BENEFITS:

This position is covered by the Court Personnel System. Benefits include:

- 10 paid holidays per year
- Paid annual leave in the amount of 13 days for the first three years
- 20 days per year leave after the first three years and 26 days per year after 15 years
- Sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in the Thrift Savings Plan
- Optional participation in Federal Employee Health Benefits, Life Insurance, Flexible Benefits programs
- Optional long-term care insurance and disability plans
- Credit for prior government service

CONDITIONS OF EMPLOYMENT:

- Employee must be a US citizen or eligible to work in the US
- Employees are required to adhere to the Code of Conduct for Judicial Employees a copy of which is available upon request.
- Employees of the US District Court are Excepted Service Appointments. Excepted Service Appointments are “at will” and can be terminated at any time with or without cause.
- Employees are required to use Electronic Fund Transfer (EFT) for payroll deposit
- Final candidate is subject to a background investigation.

APPLICATION PROCESS:

Interested applicants should submit one PDF document containing a cover letter explaining your interest in the position and a resume and an AO Form 78 to applications@tnmd.uscourts.gov with the subject line “Automation Support Specialist”. The PDF document must be submitted by the close of business on Friday, January 9, 2015. Applications not complying with instructions will not be considered. All applicants selected for interviews will be subject to a skills assessment process.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to fill the position earlier than the closing date. The best qualified applicants will be invited for a personal interview. Travel and relocation expenses will not be reimbursed.

The U.S. District Court is an equal opportunity employer.