



United States District Court
District of New Mexico
Office of the Clerk
333 Lomas Blvd. NW, Ste 270
Albuquerque, NM 87102
Telephone: 505-348-2000

NOTICE OF JOB OPPORTUNITY
UNITED STATES DISTRICT COURT, DISTRICT OF NEW MEXICO

Vacancy Announcement #: 14-LC/IS-1

ANNOUNCEMENT DATE: **July 28, 2014**

CLOSING DATE: **Open until filled**
Preference given to applications received by August 13, 2014

POSITION: **Information Services Specialist (Full-time)**

STARTING LEVEL/SALARY: **CL25/Step 1 to CL 27/Step 61**
\$38,334 to \$75,407 (Depending on Qualifications)
Target grade CL27

RECRUITMENT/RELOCATION BONUS: **Available**

LOCATION: **Las Cruces, New Mexico**

POSITION OVERVIEW

This position is located in the Clerk's Office for the U.S. District Court in Las Cruces and reports to the PC Systems Supervisor. The incumbent performs work installing, configuring, maintaining, troubleshooting, and upgrading the judiciary's computer systems including hardware, software, servers and network equipment. Strong problem-solving skills are required, and innovation and originality are beneficial. The incumbent has access to sensitive and confidential data and must demonstrate the highest level of integrity in all aspects of their position. Responsibilities also include maintenance of on-site telecommunications systems and equipment. Incumbent will be required to travel.

The ideal candidate has a strong interest in a career in federal government. Qualified individuals with military or other federal service are encouraged to apply and will receive service credit for prior federal experience. Recent college graduates seeking a long-term growth career are also encouraged to apply.

DUTIES AND RESPONSIBILITIES

- ◆ Respond to help desk calls and e-mails, log technical problems. Troubleshoot hardware and software problems and implement & document long-term solutions. Act as on-site technical expert to solve complex systems problems. Provide information and assistance to users.
- ◆ Execute projects, both independently and as a member of a team, from concept through testing and implementation.
- ◆ Set up and administer Linux and Windows servers.
- ◆ Install or upgrade new or revised off-the-shelf and home grown desktop releases. Set up, configure, install and document hardware and software. Assist with maintenance of systems, networks and communication devices.
- ◆ Use technical knowledge to analyze the security risks of off-the-shelf products and applications and assist in maintaining automation security.
- ◆ Assist with design, editing and maintenance of the Court's website including internal and external web pages.
- ◆ Recommend hardware and software updates. Assist in the development and implementation of standard operating procedures for information technology.
- ◆ Other duties, as assigned, to include providing individual and group training, creating user support documentation, basic system support for telephone systems, assisting with testing of systems/equipment, and establishing requirements for the purchase of new automation systems and equipment.

MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS

At least two years general experience and one year specialized experience (see experience and educational substitutions below). Specialized experience requirements can be achieved through a combination of relevant experience (consecutive or not) and may include internships or externships.

General Experience

Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Specialized Experience

Progressively responsible experience related to the technical aspects of data processing, office automation, data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involve systems analysis, design, implementation, integration and management.

EXPERIENCE SUBSTITUTIONS

Excess specialized experience may be substituted for required general experience.

EDUCATIONAL SUBSTITUTIONS

Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester hours or 45 quarter hours) equals nine months of experience. Education may not be substituted for specialized experience because court support positions require hands-on experience to be credited as specialized experience.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

INFORMATION TECHNOLOGY AND AUTOMATION

- ◆ Knowledge of project planning and execution.
- ◆ Knowledge of Windows and Linux server setup and administration.
- ◆ Knowledge of hardware and software systems and configurations.
- ◆ Knowledge of and skill in using and supporting supported applications.
- ◆ Knowledge of theories, principles, practices and usage of computer hardware, software, and data communications, including skill in determining causes of operating errors.
- ◆ Knowledge of the capabilities, limitations, and functional applications of information technologies.
- ◆ Knowledge of operating systems, servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards.
- ◆ Skill in performing routine hardware maintenance.

COURT OPERATIONS

- ◆ Ability to apply the court's policies, procedures, practices, and guidelines related to information technology. Ability to learn court operations and department roles and responsibilities.

JUDGMENT AND ETHICS

- ◆ Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment, tact, self-motivation, trustworthiness, and initiative.

WRITTEN AND ORAL COMMUNICATION

- ◆ Ability to communicate technical information effectively (both orally and in writing) to end users individually and in groups.
- ◆ Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- ◆ Ability to work as part of a team.
- ◆ Skill in writing documentation and translating and documenting technical terms into non-technical language.
- ◆ Skill in training court personnel.

- ◆ Strong organizational and people skills and the ability to express oneself clearly and concisely.

COURT PREFERRED EXPERIENCE/QUALIFICATIONS

- ◆ A bachelor's degree from an accredited four-year college or university, preferably in Computer Science, Information Systems, or a related field.
- ◆ Knowledge of Linux, Windows, Microsoft Office products, Mozilla Firefox, Lotus Notes, WordPerfect and Open Office.
- ◆ Knowledge of IP telephone systems, cell phones and smart phones.
- ◆ Knowledge of court policies, procedures, and guidelines.
- ◆ Knowledge of internal controls concerning procurement, inventory, and receipt of materials, including property management internal controls.

CONDITIONS OF EMPLOYMENT

- ◆ Employees must be United States Citizens or eligible to work in the United States.
- ◆ Employees of the United States District Court are Excepted Service appointments; Excepted Service appointments are "at will" and can be terminated with or without cause by the court.
- ◆ The United States District Court requires employees to adhere to a Code of Ethics and Conduct.
- ◆ Applicants are subject to a criminal background investigation, credit check, and skills assessment testing.
- ◆ An individual may be hired provisionally pending successful completion of the necessary records checks.
- ◆ Travel expenses for an interview will not be reimbursed.
- ◆ The court provides reasonable accommodations to applicants with disabilities.
- ◆ This position is subject to EFT (direct deposit of salary earnings).
- ◆ This position is subject to a one year probationary period.
- ◆ A relocation bonus (available to current federal employees whose new position would be 50 miles or more from their current duty station) or recruiting bonus (new appointments only) is available to successful candidate if qualified, contingent upon funding. An employee receiving a bonus must sign a service agreement under which the employee agrees to a specified period of employment with the Court.

BENEFITS

A generous benefits package is available to full-time excepted employees which includes

- ◆ A minimum of 10 paid holidays per year
- ◆ Paid annual leave in the amount of 13 days per year for the first three years, 20 days after three years, and 26 days after fifteen years

- ◆ Paid sick leave in the amount of 13 days per year
- ◆ Optional participation in Federal Employees Health Benefits plans, including dental and vision insurance; Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance
- ◆ Retirement benefits (FERS, FERS-RAE, or FERS-FRAE)
- ◆ Thrift Savings Plan (TSP)
- ◆ Eligibility for private long term disability plan options
- ◆ Credit for prior government service

APPLICATION INFORMATION

Qualified applicants must submit a **cover letter, résumé with three references** and an **AO-78 * (Federal Judicial Branch Application for Employment)** by email to usdcjobs@nmcourt.fed.us.

*The AO-78 can be downloaded at <http://www.uscourts.gov/Careers.aspx>.

PLEASE INCLUDE "INFORMATION SERVICES SPECIALIST" IN THE SUBJECT LINE

Applications must be submitted in ONE PDF document.

Illegible or incomplete applications may result in loss of consideration for the position. Applications must be received by the deadline. PDF format is required. Documents that cannot be downloaded by the court cannot be considered.

Only qualified applicants will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The U.S. District Court reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER