

Vacancy Announcement
United States Bankruptcy Court
District of Connecticut
(08-01)

Position: PC Administrator
Location: New Haven, CT
Tour of Duty: Full Time
Salary Range: CL 27/28 (\$48,649 - \$94,802)
Opening Date: November 10, 2008
Closing Date: Until Filled

Position Description:

Position Overview:

This position is located in the U.S. Bankruptcy Court for the District of Connecticut. The successful candidate will provide technical IT support to the court staff. The successful candidate will work with systems developed or customized for local use; install hardware and software; troubleshoot and fix technical program problems. The successful candidate will assist in , planning, design maintenance and support of systems to improve efficiencies. Customer service is a key to our success and must be demonstrated through excellent communication skills, and the ability to interact professionally with all court staff.

Representative Duties:

- Provides first-line user support and problem resolution to desktop, laptop, printer, Blackberry and PDA users. Assists users experiencing difficulties in the use of applications such as word processing, database applications, and other software/programs used by the court unit and resolves such problems.
- Provides training on new hardware, programs and databases to staff members as well as refresher training as needed.
- Provides daily monitoring and backup of court equipment and systems. Installs operating system patches and database software upgrades required to assure continued operation of court equipment and systems. Provides routine PC, printer, and file server maintenance. Customizes and develops software programming as needed and advises the staff on the use of the software. Develops software to extract information from existing system databases, or conversely, to add information to the database. Prepares and maintains the documentation of all locally-developed software. Maintains library of software, including documentation of locally developed material.
- Advises managers and users on what specific information can be readily extracted from

existing files; extracts information and creates reports as required. Prepares and maintains documentation for local automated systems as well as for systems acquired from other Courts or from the Administrative Office (AO). Also prepares and maintains technical documentation for hardware.

- Using technical knowledge, identifies requirements for the procurement of IT Equipment. Contacts vendors when warranty or repair service is required.
- Maintains contacts with other IT court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs.
- Some travel will be required.

Position Overview:

The successful candidate must have a thorough working knowledge of theories, principles, practices and techniques of computer hardware and software, office automation, database design, and data communications. The successful candidate must display a thorough understanding of the policies and procedures of the organization as a whole and a good knowledge of the functions, processes and methods of the court unit in order to advise on how to develop systems to automate tasks and projects. Good knowledge of programming languages, including SQL and word processing macros and the use of ODBC Connections. Good knowledge of Adobe forms. Web site design a plus. Skill in advising and training non-IT personnel in IT techniques and processes. The successful candidate must have a proven track record of technical excellence in network administration, as well as excellent interpersonal skills and excellent verbal and written communication skills. He/She must have the ability to manage multiple tasks, prioritize work effectively, and meet deadlines.

Minimum Requirements:

To be considered for this position a person must be a high school graduate or equivalent with at least two years of specialized experience, including a least one year equivalent to work at the CL 25 level.

For placement at a salary level CL 28 level, the candidate must have at least three years of specialized experience, including a least one year equivalent to work at the CL 27 level.

EMPLOYEE BENEFITS

Employees of the United States Bankruptcy Court ARE NOT included in the Government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees. Some of the benefits are:

- Thirteen (13) days of paid vacation per year for the first three years of employment.
- Participation in a retirement program.
- Participation in the federal health insurance program of your choice.
- Participation in a group life insurance program.
- Participation in a group long-term disability insurance program.
- Participation in long-term care insurance program.
- Participation in a flexible spending account for medical and/or dependent care expenses on a pre-tax basis.
- A minimum of ten (10) paid holidays per year.
- Prescribed salary progression through classification level based on acceptable performance.
- Time in-service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

How To Apply:

Qualified applicants should submit a current resume and letter describing the qualities that they would bring to the position of PC Administrator to:

U.S. Bankruptcy Court, District of Connecticut
Human Resources Department, Attn: Louis DiLella
450 Main Street, 7th Floor
Hartford, CT 06103

