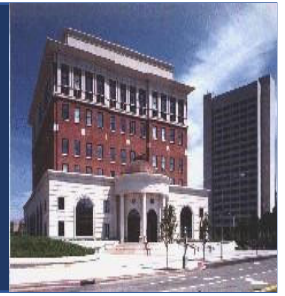




UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF NEW YORK



Position: Automation Systems Specialist

Vacancy No. 24-11

Location: 500 Pearl Street, New York, NY

Term: Permanent

Class Level: CL-27

Salary Range: \$68,174 - \$110,828

(Starting salary for non-Federal employees: \$68,174 – \$85,236 depending on work experience qualifications)

Opening Date: 05/17/2024

Closing Date: Open until filled
(with preference set for 05/31/2024)

BENEFITS:

- Paid Annual & Sick Leave
- 11 Paid Holidays
- Employer subsidized Health Insurance
- Group Life Insurance
- Supplemental Vision/Dental Insurance
- Retirement Benefits Plan (FERS)
- Thrift Savings Plan (TSP)
- Flexible Spending Accounts
- Transit Subsidy Program (pursuant to eligibility requirements)
- Onsite fitness center
- Pre-tax benefit programs
- Employee assistance program (EAP)

CONDITIONS OF EMPLOYMENT:

Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. In order to be compensated with appropriated funds for a position within the continental United States, applicants must be:

- (1) U.S. citizen,

POSITION OVERVIEW: The Automation Systems Specialist provides administrative and technical support to the court in a wide range of areas, including configuring and supporting hardware and software programs and providing support for complex technology projects. The incumbent performs technical work related to designing, modifying, and adapting existing system software, and provides training, knowledge, and technical expertise supporting end users in the areas of data processing, office automation, and data communications for multiple court units. The Automation Systems Specialist supports a large Windows 10, Office 365 end user environment on an in-house Help Desk as tier II support.

DUTIES AND RESPONSIBILITIES: The Automation Systems Specialist provides end user support as second tier for a district wide Help Desk assisting with the use of court/national systems, applications and remote access devices (laptops, iPhones and iPads). Serves as liaison between IT management team and end users. Assists IT management staff with the planning, development and deployment of software applications which enhance organizational efficiency and capabilities. Identifies and resolves technical application issues with Windows 10 Microsoft Office 365.

The Automation Systems Specialist modifies, and enhances existing software, including national programs to correct errors, or improve performance of the software. The incumbent documents work for follow-up purposes. Performs system testing and validation procedures. Creates user accounts, addresses end user rights issues and assists with providing end user training. Sets up, configures, installs, and documents hardware and software. Provides support for systems maintenance and local automation inventory controls. Provides support for mobile computing devices and remote access.

CONDITIONS OF EMPLOYMENT (continued):

(2) Lawful permanent resident (i.e., green card holder) who is seeking citizenship as outlined in 8 U.S.C. §1324b(a)(3)(B).

Note: Some noncitizen applicants who are permanent residents may not yet be eligible to apply for citizenship at the time they begin. Such individuals may still lawfully be employed if they provide an affidavit indicating that they intend to apply for citizenship when they become eligible to do so.

Employees of the United States District Court are not included in the government's Civil Service classification and are at-will employees.

All employees, interns and volunteers are required to adhere to the Code of Conduct for Judicial Employees available for public review on the [USCourts.gov website](https://uscourts.gov).

The successful candidate for this position is subject to a background check. This position is subject to mandatory electronic funds transfer for payment of net pay.

*All internal applicants will receive an email confirming receipt of their application. If confirmation is not received within two days after the vacancy closes, please contact Human Resources.

The Southern District of New York values diversity and is committed to inclusion in the workplace. We encourage applications from all qualified individuals and seek a diverse pool of applicants.

The Automation Systems Specialist monitors day-to-day operations of desktop equipment and systems. Serves as the technical expert in solving desktop computer system problems. Maintains contact with other information technology court personnel the purpose of keeping abreast of developments, techniques, and the latest user programs. Provides routine and specialized end user application support. Conducts information technology orientation training sessions for new users. Participates in and assists with ongoing functional training programs. Performs other related duties as assigned.

REQUIRED QUALIFICATIONS: To be considered for this position you must be a high school graduate, or equivalent. To qualify for the CL-27 level, you must have two years of specialized experience, equivalent to work at the CL-26; or completion of the requirements for a bachelor's degree from an accredited college or university and one of the following. Overall "B" grade point average, standing in upper third of the class, 3.5 minimum average in field of study or completion of one year of graduate study (18 semester or 27 quarter hours) in an accredited university in a field closely related to the subject matter of this position. * **Internal applicants who are permanent employees must be in their current position for one year to apply.**

REQUIRED SKILLS:

- Knowledge of the latest available information technology hardware and software programs and their design. Knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design, data communications, and information technology project management. Knowledge of telephone and wireless systems. Knowledge of custom-off-the-shelf hardware and software programs. Knowledge of computer processes and capabilities, including an understanding of operating systems, servers, workstation products, and case management systems. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant application software programs. Ability to build and maintain hardware images, and build anti-virus and other security concerns on the desktop. Ability to perform software and hardware maintenance and system troubleshooting. Knowledge of Cloud based systems and applications.
- Skill in identifying and resolving technical and application issues with Microsoft Office 365 (Outlook/Exchange Online, OneDrive and SharePoint).
- Extensive knowledge of training resources, policies, procedures, practices, and standards. Knowledge of training design and layout. Skill in working with managers on training requests.

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- Skill in developing presentation materials and training aids. Skill in planning, organizing, managing logistics, and maintaining training records.
- Knowledge of Office365 Administration.

SPECIALIZED EXPERIENCE: Progressively responsible experience designing, modifying, and adapting existing system software, and providing training, knowledge, and technical expertise supporting end users in the areas of data processing, office automation, and data communications for multiple units. The ideal candidate will possess one of the following certifications, MOS: Microsoft Office Specialist, MOS Expert: Microsoft Office Specialist Expert, or MOS Master: Microsoft Office Specialist Master. *Specialized work experience attained in other governmental and private sector positions may be creditable, but that experience must be evaluated to determine whether the level of experience is equivalent to work at the specified CL. All internal applicants requesting review of work experience outside the federal judiciary as part of the qualification process, please contact Human Resources.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

COURT OPERATIONS: Knowledge of or the ability to learn court operations, functions, and organizational structure. Thorough understanding of IT policies and procedures.

INFORMATION TECHNOLOGY AND AUTOMATION: The applicant is expected to maintain judiciary privacy and security requirements.

JUDGMENT AND ETHICS: Ability to consistently demonstrate sound ethics and judgment, maintain court confidentiality and security requirements, and comply with the Code of Conduct for Judicial Employees.

WRITTEN AND ORAL COMMUNICATION: Must have excellent interpersonal skills and be able to effectively communicate (orally and in writing) to individuals and groups to provide information and reports in understandable format. Ability to interact professionally with a wide variety of stakeholders, providing exceptional customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to provide and exchange accurate and timely information with individuals within and outside the court.

APPLICATION PROCEDURE: To be considered for this position, please submit your resume detailing your education and work experience, a cover letter and an AO78 Application for Federal Employment. The Application for Federal Employment (AO78) can be downloaded from <https://www.uscourts.gov/sites/default/files/ao078.pdf>. The cover letter must indicate the position for which you are applying, including the vacancy number, and identify how your education and/or experience relate to the duties and responsibilities of the position. Only applications submitted via email will be accepted. It is preferred for the applications to be submitted in a single PDF document, and for candidates to include the vacancy number and position title in the subject field of the email containing the application. Applications submitted as zip files, cloud files and/or links will not be accepted. Applications that do not conform to the above procedures will not be considered. Please submit your application to:

Personnel@nysd.uscourts.gov



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