

❖ ❖ ❖ **JOB ANNOUNCEMENT** ❖ ❖ ❖

POSITION: Automation Support Specialist

LOCATION: FRESNO, CA

SALARY RANGE: CL-25/1 - 25/61 (\$39,796 – \$64,718 DOE)

#18-03

Closing Date: December 5, 2017

This position is located in the Clerk's Office of the U.S. Bankruptcy Court, Fresno Division. The incumbent will perform a variety of entry level Information Technology duties as outlined below. In addition, the incumbent will perform a limited number of administrative tasks including, but not limited to facilities, procurement, and inventory duties. Reports to the IT Manager.

Job Expectations

- Provides day-to-day end user support and training to staff in all software applications, and national and customized applications. Provides end-user training, such as Tip & Tricks, to improve end users technical skills.
- Provides information and assistance to court staff via the IT helpdesk. Troubleshoots and provides guidance on technical issues which can be completed over the telephone.
- Provides in-person trouble-shooting assistance with non-routine or more complicated issues which cannot be resolved via telephone. Able to learn how to become a technical expert in solving more complex system problems.
- Customizes programs for local needs. Prepares and maintains documentation on local programs, creating user cheat-sheets or forms, as applicable.
- Creates user accounts and maintain associated documentation.
- Ability to learn to perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Tests and evaluates new hardware and software prior to installation.
- Provides input and recommendations regarding IT related projects.
- Assists with office and chambers moves, reconnecting equipment in new locations.
- Assists Custodial Officer in maintaining an up-to-date and accurate inventory in JICS, in accordance with policies and regulations.
- Travels to divisional offices and other locations when necessary.
- Scans the environment for new technical skills, knowledge or capabilities that can benefit the court. Articulates credible pictures and visions of possibilities that will create value. Stages activities with relevant milestones and schedules.
- Comes up with useful ideas that are new, better, or unique. Introduces new ways of looking at problems. Can take a creative idea and put it into practice. Encourages

diverse thinking to promote and nurture innovation. Seeks ways to improve processes, from small tweaks to complete reengineering. Sets objectives to align with broader court goals. Marshals resources (people, funding, material, support) to get things done. Designs feedback loops into work.

- Is seen as direct and truthful. Keeps confidences. Can be counted on - follows through on commitments. Shows consistency between word and actions. Takes personal responsibility for decisions, actions, and failures. Abides by the *Code of Conduct for Judicial Employees* and the Court's *Personnel and Administrative Policy Manual*.
- Makes sound decisions even without knowing the total picture. Asks the right questions to accurately analyze situations. Uncovers root causes to difficult problems. Relies on a mixture of analysis, wisdom, experience, and judgment when making decisions. Evaluates pros and cons, risks and benefits of different solution options. Researches and develops a plan of action prior to seeking assistance. Learns quickly when facing new situations. Readily learns and adopts new technologies.
- Communicates effectively verbally and in writing. Attentively listens to others. Provides timely and helpful information to others across the court. Recommends and receives ideas, opinions and/or information of others readily and constructively. Responds effectively to the reactions and positions of others.
- Understands internal and external customer requirements, expectations, and needs. Acts with diplomacy and tact. Delivers solutions that meet customer expectations. Balances the needs of multiple customers. Identifies opportunities that benefit the customer.
- Partners with others to get work done. Represents own interests while being fair to others. Treats others with respect and values working relationships. Fosters open dialogue and collaboration among the teams.
- Consistently meets deadlines and processes work. Persists in accomplishing objectives despite obstacles and setbacks. Easily adjusts work priorities and approach for different situations in a positive manner. Shows personal commitment and takes action to continuously improve.
- Procurement, inventory, and facilities tasks will be assigned on an "as needed" basis.

MINIMUM QUALIFICATIONS

Associates degree in computer science or related area or two years of specialized experience. Candidate must have a good understanding of current computer systems and practices at a professional level; knowledge of programming methodologies to modify existing software; and demonstrated ability to troubleshoot and repair problems with hardware and software. Candidate also must have excellent organizational skills, a demonstrated ability to work in a team environment and to be effective in both oral and written communication; and demonstrated ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, deliver excellent customer service, and be service oriented.

PREFERRED SKILLS

- Proficient in Operating Systems (Win 7 and Win 10)
- File Management, Windows Environment
- Microsoft Office 365
- WordPerfect X7
- End user Training (Tips & Tricks, etc.)
- Experience working with Executive level personnel
- Experience in Virtual Desktops
- KACE Patch Management,
- Desktop Imaging (CloneZilla)
- Mobile Devices
- Video Conferencing systems
- Digital Recording
- Microsoft Server 2012

FILING PROCEDURES

Applications will be accepted through the 4:00 p.m. on December 5, 2017 and may be submitted electronically to CAEB_HR@CAEB.USCOURTS.GOV or by mail at the following address:

U.S. Bankruptcy Court
501 I Street, Suite 3-200
Sacramento, CA 95814

Attention: Human Resources Manager

INTERVIEW PROCESS

Applicants for this position will be interviewed by a panel consisting of the IT Manager and members of the IT Team. During the interview, candidates will be asked to participate in a “hands-on” exercise for the interview panel to observe.

ADDITIONAL INFORMATION

The U.S. Bankruptcy Court requires employees to adhere to a Code of Ethics and Conduct which is available for applicants to review upon request.

Employee Benefits

Participation in the Federal Employee’s Health Benefits Program
Participation in a group life insurance
Participation in a group 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 based on acceptable performance

CONDITIONS OF EMPLOYMENT

Employees of the United States Bankruptcy Court serve under “Excepted Appointments” and are considered “at will” employees. Federal Civil Service classifications or regulations do not apply; however, court employees are entitled to the same benefits as other Federal Government employees.

Applicants are advised that false statements or omission of information on any application materials or the inability to meet the following conditions may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed:

- The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which actions may occur without prior written or other notice.
- The initial appointment to this positions is provisional pending the successful completion of the required background checks and/or investigations.
- Duty station assignments are at the discretion of the Clerk of Court.
- Participation in the interview process will be at the applicant’s own expense.
- This position is subject to mandatory electronic fund transfer (EFT) participation for payment of net pay (i.e. Direct Deposit).
- Pursuant to the Immigration Reform Act of 1986, selection is contingent upon providing proof of being legally eligible to work in and for the United States. Acceptable documentation includes a U.S. Passport; original or a certified birth certificate issued by a state, country, or municipal authority; a certificate of U.S. Citizenship, Alien Registration Receipt Card; and an authorized photo identification such as a state driver’s license, school identification card, or U.S. Military identification card.
- Relocation expenses will not be provided.

Only qualified applicants will be considered for this position. Due to the anticipated volume of applications, only candidates who are invited for an interview will be contacted.

**THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY
EMPLOYER**