

# UNITED STATES COURTS FIFTH JUDICIAL CIRCUIT



<b>Position Title:</b>	<b>IT Support Specialist I</b> <span style="float: right;"><b>Announcement 112420</b></span>
<b>Location:</b>	<b>Circuit Executive’s Office, Fifth Circuit Duty Station in New Orleans, Louisiana</b>
<b>Salary Range/Grade:</b>	<b>\$51,208 - \$83,210 (CL-27 with promotion potential to IT Support Specialist II at CL-28)</b>  <b>For applicants in federal service, appointment at CL-27 requires one year of service at CL-25 (GS-9) or equivalent</b>
<b>Closing Date:</b>	<b>Position open until filled (priority consideration given to applications received by December 11, 2020)</b>

**Overview:** The U.S. Court of Appeals for the Fifth Circuit, which hears appeals from all federal courts in Texas, Louisiana, and Mississippi, is the second largest circuit in the federal system. The IT department for the Court of Appeals is located in the Circuit Executive’s office in New Orleans and is staffed with highly skilled and experienced professionals. The department utilizes the latest technologies and a team-based approach to provide a superior level of service to its customers.

**Position Summary:** The incumbent reports to the IT Support Supervisor and provides technical and end-user support to judges’ chambers and court units of the Fifth Circuit Court of Appeals. The incumbent performs professional training activities for judges and court staff and ensures that training complies with the appropriate guidelines, policies, and approved internal controls. The incumbent supports all end-user software and hardware, including, but not limited to, laptops, PCs, thin clients, virtual desktops, printers, MFPs/copiers, wired and wireless telephones, and audio/video conference equipment.

**Duties:** Provides first-call response to all users with IT related issues.

Responds to requests by all judges’ chambers and court units requiring assistance in the use of software and hardware.

Acts as the technical expert in solving computer system problems by analyzing system failures to identify the nature and source of the failure and takes corrective action.

Reviews, researches, develops, and recommends training policies for court staff.

Creates training materials and conducts training, individually and in a classroom setting, using the latest software and presentation tools, including webinars. Evaluates training programs, including those developed in-house and by external sources.

Assists with the administration of the day-to-day operations and support of computer systems, networks, and other major systems to ensure reliable and effective operations.

Establishes and maintains contact with other court IT support personnel at different locations to stay knowledgeable of developments, techniques, and user applications.

Assists in the research and procurement of new computer equipment and software packages.

Coordinates the repair of hardware in satellite judges' chambers and offices.

Installs and tests new and revised releases of national and commercial applications and systems.

Assists in evaluating current automated office functions and makes recommendations on technical and operational changes or enhancements to existing system configurations, usage, and procedures.

Assists in developing creative solutions to address new operational requirements and enhance the overall effectiveness and efficiency of systems and personnel in the court.

**Environment:**

The Fifth Circuit Court of Appeals currently uses the following hardware platforms and software applications:

- Windows 10 laptops, PCs, and virtual desktops
- Windows Server 2012/2016/2019
- VMware
- Apple iPhones and iPads
- MS Outlook
- MS Office 365 Pro Plus

- TeamViewer
- KACE Systems Management Appliance – K1000 & K2000
- AirWatch/Workspace ONE Mobile Device Management
- Cisco IPT phone system
- VTC equipment (Lifesize and Logitech)
- Westlaw and Lexis
- WestKM
- Zoom
- 1/10/40 GbE Networks
- Numerous off-the-shelf software and in-house database applications

**Requirements:**

The position requires a bachelor's degree, preferably in computer science or a related field, or equivalent experience and at least two years specialized experience with demonstrated computer support skills applicable to the duties described above, including, but not limited to:

- Detailed, current, and comprehensive knowledge of PC software and hardware;
- Superior diagnostic and analytical competence;
- Ability to communicate effectively with others, both orally and in writing;
- Capacity to work harmoniously with others, both technical and non-technical;
- Ability to travel overnight occasionally.

**Preferred Skills:**

Extensive experience using, configuring, deploying, and supporting the following Microsoft applications in an enterprise environment is highly desired:

- Outlook
- Office 2016/O365 Pro Plus
- OneDrive
- OneNote
- SharePoint Online
- Teams

Also:

- Knowledge of cybersecurity best practices and concepts
- Ability to read and analyze scripts
- Familiarity with Active Directory and Group Policies
- Workstation imaging experience
- Strong writing skills and ability to develop user documentation
- Experience delivering user training in a group or classroom setting

## **Benefits**

The [fringe benefits](#) offered to employees of the United States Courts include:

- 13 days paid annual leave per year for the first three years of service.
- 20 days paid annual leave per year after three years of service.
- 26 days paid annual leave per year after 15 years of service.
- 13 days paid sick leave accrued per year.
- 10 paid holidays per year, plus Mardi Gras day.
- Choice of medical, dental, and vision coverage from a wide variety of plans.
- Life, long-term disability, and long-term care insurance options.
- Participation in the Federal Employees Retirement System.
- Participation in the Thrift Savings Plan (similar to 401(k), with matching \$).
- Pre-tax flexible spending accounts (medical and dependent care).
- Transit/Parking subsidy (subject to the availability of funds).

## **Application Procedure**

Qualified applicants submit a cover letter, résumé, salary history, and form AO 78 via email (as a **single PDF**) to: [newvacancy@ca5.uscourts.gov](mailto:newvacancy@ca5.uscourts.gov)

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*Funding is not available to support interviewee travel or relocation expenses.*