



**UNITED STATES DISTRICT COURT - DISTRICT OF ARIZONA**  
**Office of the Clerk of Court**

**Career Opportunity #: 12/31**

**Date: April 3, 2012**

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<b>POSITION:</b>	<b>Automation Support Specialist</b>
<b>POSITION TYPE:</b>	<b>Regular, Full-Time</b>
<b>TYPICAL HIRING RANGE:</b>	<b>\$37,941 - \$47,448 (CL 25, Steps 1-25)</b>
<b>FULL RANGE:</b>	<b>\$37,941 - \$61,709 (CL 25, Steps 1-61)</b>
<b>CLOSING DATE:</b>	<b>April 20, 2012</b>
<b>LOCATION:</b>	<b>Yuma, Arizona</b>

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***Join the U.S. District Court's team of energetic, career minded professionals! The Office of the Clerk offers an opportunity for self-motivated individuals with excellent interpersonal skills and strong work ethic to launch or continue a career in public service. Our fast paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for bright people with lots of initiative.***

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## **INTRODUCTION**

This position is part of a consolidated automation support division and is a shared position with U.S. Bankruptcy Court, and reports to the consolidated Systems Technology Division Manager and the Bankruptcy Director of Automation and Technology. The incumbent provides specialized technical support for judicial staff, U.S. District and Bankruptcy Clerk's Office staff, U.S. Probation, and U.S. Pretrial Services units located in Yuma, AZ in regard to the installation and support of desktop computers, operating systems, software, and peripheral devices, as well as other automated systems and equipment utilized by the court including mobile technology, courtroom technology, voice telecommunications, and video teleconferencing.

## **OCCUPATIONAL INFORMATION**

The Systems Technology Division is responsible for the computer systems, telecommunications infrastructure, and new technology for the District of Arizona, encompassing seven offices and over 600 users. Applications are housed on Linux, Unix, Windows, and Novell servers, and Windows XP and Windows 7 are currently utilized as the primary desktop and laptop operating systems. Off-the-shelf applications include WordPerfect, Microsoft Office, Lotus Notes, Adobe Acrobat Standard/Pro, Internet Explorer, and other miscellaneous products. Systems Technology also supports a significant quantity of mobile computing devices including Blackberry PDAs, iPads, iPhones, and laptop computers, and supports voice and video telecommunications throughout the district as well as courtroom technology. Citrix and VMware are also utilized for desktop and server virtualization and remote access.

The Automation Support Specialist provides technical automation support to court staff. The primary responsibilities for the person assigned to this position include the configuration, installation, and support of PC-based hardware and software; installation and support of computer peripherals such as printers,

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scanners, and multi-function devices; configuration and support of mobile devices such as laptops, iPads, iPhones, and Blackberries; providing information and assistance to users in regard to applications and hardware; diagnosing and fixing hardware and software problems; and network support activities such as cabling and first-level troubleshooting. The incumbent may also provide ad hoc end-user training as required. Additionally, the Automation Support Specialist may also be called upon to evaluate, test, and implement new operating systems, off-the-shelf and locally developed software, and workstation hardware. This individual may also perform routine telecommunication administration duties such as configuring and installing telephones, basic telephone system administration, configuration of voice mail accounts, and the installation, operation, administration, and troubleshooting of video teleconferencing equipment. The incumbent will also provide support for courtroom audio/visual equipment and digital audio court recording technologies, and will also perform other automation-related duties and/or assist with special projects as directed by management. As needed, this position will also assist with facilities support, accountable property inventory tracking/reconciliation, and acquisition/administration of consumable supplies. While phone and remote support will be available, the incumbent would be the only automation support staff working out of the Yuma courthouse and must be able to troubleshoot and solve routine matters independently.

A new federal courthouse construction project in Yuma is on-going and occupancy is expected in the spring of 2013. It is expected that the incumbent will play a significant role in the initial installation of IT equipment and courtroom technology in the new court house as well as the physical move into the facility, with maintenance and support responsibilities thereafter.

### **MINIMUM QUALIFICATIONS**

To qualify for this position at the CL-25 level, applicants must have one year of specialized experience, including at least one year equivalent to CL 24. Specialized experience is progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management.

Candidates must possess experience in delivering quality end-user automation support, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked environment. Experience in configuring, installing, and supporting desktop and laptop computers and related peripheral devices as well as mobile computing devices is also necessary. Experience in supporting voice and video telecommunications technologies such as telephone systems (including VoIP) and end-user devices and video teleconferencing units is also required, as is experience supporting audio/visual technologies.

### **PREFERRED QUALIFICATIONS**

Preference will be given to candidates whose work experience provides evidence of strong customer service skills; the ability to work cooperatively with clients, team members, and managers; the ability to handle multiple priorities in a fast-paced environment; and the ability to follow an assigned project through to completion. Preference may be given to applicants with experience providing IT support in a court environment. A bachelor's degree is also preferred.

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## **SELECTION PROCESS**

Judiciary employees serve under excepted appointments and are considered at will employees. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. The initial appointment to this position is provisional pending the successful completion of the required background checks or investigations. The United States District Court is a drug-free work place and the applicant selected will also be required to participate in a drug screening test prior to employment. Selected applicants will be asked to provide a writing sample immediately prior to interview and may be tested for automation skills.

The 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 District Court Executive may elect to select a candidate from the original qualified applicant pool.

## **ADDITIONAL INFORMATION**

Judicial employees are entitled to standard federal benefits such as paid vacation time, paid sick time, medical insurance, life insurance, retirement, and a tax-deferred savings plan. Employees are also eligible for long-term care and disability insurance and a Flexible Benefits Program which includes pre-tax deductions for health benefits premiums, health care expenses, dependent care, and commuter benefits. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

## **HOW TO APPLY**

Go to our web site at [www.azd.uscourts.gov](http://www.azd.uscourts.gov) under "Employment" → "Employment Opportunities" to submit an on-line application and attach a cover letter, resume, and copy of your last performance evaluation. Attachments should be submitted as WordPerfect, Word, or Adobe Acrobat .pdf documents. Other formats are not acceptable.

Applications will be considered complete when the on-line application and all required attachments in the proper format are received in the Human Resources Division. Applications and/or attachments received after the closing date may not be considered.

If you have questions about this application process, please call the Human Resources Division at 602-322-7110.

THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF ARIZONA  
IS AN EQUAL OPPORTUNITY EMPLOYER