

# UNITED STATES PRETRIAL SERVICES OFFICE DISTRICT OF NEVADA



## VACANCY ANNOUNCEMENT

*The United States Pretrial Services Office for the District of Nevada is accepting applications for the following position:*

### ***Information Technology Systems Manager***

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**Announcement No.:** 2012-AD-09

**Position Title:** Information Technology Systems Manager

**Grade:** CL 29-30

**Salary:** \$65,439 to \$125,705 (Depending on Qualifications, Experience, and Budget)

**Position Type:** Full Time

**Position Location:** U.S. Pretrial Services Office  
Las Vegas, Nevada

**Agency Consideration:** All Sources

**Opening Date:** May 25, 2012

**Closing Date:** First Cut-Off Date for Applications is June 7, 2012, 5:00pm PST. (The Position is Open Until Filled)

The United States Pretrial Services Office is seeking a talented, self-motivated, and innovative individual with a strong work ethic, excellent technical, interpersonal, and project management skills to serve as Information Technology Systems Manager (Systems Manager).

The Systems Manager provides office-wide leadership, coordination, and guidance regarding information technology. The Systems Manager is responsible for automated systems within the Pretrial Services Office through introduction, development, application, operations, coordination, and integration of technology.

The Systems Manager is responsible for technical support of applications software, operating systems, computer hardware, and peripherals, and mobile technology. This includes installation, user support, and maintenance of applications and operation of software, hardware, telecommunications, videoconferencing equipment and mobile/cellular equipment.

The Systems Manager is responsible for supervision of designated technical staff. IT procurement and contracting are also required. The incumbent is responsible for training personnel regarding the use of information technology and for coordinating and integrating office automation equipment.

### **Representative Duties:**

- Provides advice and guidance to the Chief Pretrial Services Officer, senior managers, and staff of the court unit regarding the position's designated area of expertise and responsibility.
- Works with the Chief Pretrial Services Officer in developing short and long range information technology improvement plans for the court unit ensuring that changes can be implemented with minimal disruption when changes are made.
- Manages the execution of the implementation, maintenance, and support in the court unit of all automated information systems including hardware, software, network infrastructure, and all related peripherals.
- Develops, adapts, and/or installs application software and the development of related documentation; manages automation testing; establishes operating procedures; oversees development of backup and disaster recovery plans; devises security systems for hardware, software and data.
- Maintains library of software, including documentation of locally developed material. Responsible for configuration management of all software, hardware, operating systems and peripherals utilized in the District.
- Administers and manages various programs and initiatives as assigned. Manages and develops special management reports for the court unit.

- Initiates and manages special projects, research, and similar activities, as applicable.
- Responsible for data interchange and reporting with/to the Administrative Office, other court units, and other federal agencies as required.
- Oversees the development of specific system features to satisfy local needs. This may involve making adaptations to a national system, or it may mean participating in the planning for, and the acquisition and/or development of office-specific systems.
- Establishes and oversees end-user and technical training in the use and capabilities of automated systems.
- Working with the Chief Pretrial Services Officer, establishes end-user computer usage policies and assists with the monitoring of, and enforcement of, policy compliance.
- Initiates, recommends, and assists with the development of strategies, plans, actions, policies, standards, rules, and procedures related to the designated area of expertise and responsibility.
- Advises the Chief Pretrial Services Officer and management team in all areas of information technology and telecommunication needs, objectives, and capabilities, including anticipation of future requirements and problems.
- Works with the Chief Pretrial Services Officer in developing budget justifications for required expenditures for systems and telecommunications equipment, equipment upgrades, and normal operations.
- Works with the Chief Pretrial Services Officer in the overall management of the information technology budget (51140X), including funds management, budgeting, and forecasting. Provides justification for the procurement of systems equipment and upgrades needed for normal operations. Monitors expenditures for automation operations.
- Serves as a back-up to the district's FAS4T Security Administrator and is responsible for systems security and related technical administration for that financial system.
- Coordinates the backups, maintenance, security, troubleshooting, and development of the different databases that make up the major applications of the court. Diagnoses and remedies computing system failures, both hardware and software.
- Plans, coordinates, implements, and tests network security measures in order to protect data, software, and hardware. Assists in the developing of standard guidelines to guide the use and acquisition of software and to protect vulnerable information.

- May supervise a subordinate staff of technical professionals and data quality analysts through assigning and approving work and managing the group administratively. This responsibility includes assisting in the recruitment of new staff and providing, training, motivation, and development of existing staff; management of project teams and committees in various specialty areas; assignment of tasks and projects to specific staff with regards to their abilities and experience; employee performance review and resolution of performance problems; development of internal policies, procedures, and controls; conflict resolution; and providing input/guidance to court management relative to employee compensation and performance awards.
- Establishes and maintains contact with the Administrative Office, Circuit Executive's office, court automation committees, and other entities as required in regards to information technology policy, programs, special projects, and new initiatives.
- Oversees the information technology maintenance program for the court unit.
- Maintenance of accurate information technology and telecommunications related inventory records and for timely deployment of new equipment.
- Maintains communication with staff and provides guidance regarding activities, policies, and procedures within the designated area of expertise and responsibility.
- Coordinates and facilitates office-wide working teams or other similar groups. Is a member of the district's court-wide IT Committee.
- Monitors and evaluates the court unit's quality of work, level of compliance, or staff activities regarding area of expertise or responsibility.
- May represent the district in circuit-wide initiatives, meetings, conferences, etc.
- Maintains applicable professional certifications and current IT skill set.
- Periodic travel to divisional office in Reno and to other locations for training, seminars, and conferences is required.

**Requirements:**

- Must have excellent interpersonal skills to establish and maintain good working relationships with others.
- Strong organizational and customer service skills are required.
- Demonstrated ability to work collaboratively in a team environment. Capability of dealing skillfully with others in a fast-paced professional work environment.

- Excellent written and verbal communication skills.
- Ability to exercise mature judgment and discretion.
- Commitment to continued professional development.
- Dedicated, supportive, and positive.
- Strong work ethic and unquestioned integrity.

**Qualifications and General Experience:**

Successful completion of a BA or MS degree from an accredited college or university, majoring in the Information Technology/Computer field. You must have at least 3 years general work experience plus at least 3 years of specialized experience, including at least one year equivalent to work at the next lower level (CL-28).

*General Work Experience*

3 years progressively responsible experience that provides evidence that the applicant has:

- (1) a good understanding of the methods and administrative machinery for accomplishing the work of an organization;
- (2) the ability to analyze problems and assess the practical implications of alternate solutions;
- (3) the ability to communicate with others, orally and in writing; and
- (4) the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

*Specialized Experience*

Specialized experience includes progressively responsible administrative, technical, professional, supervisory or, managerial experience that has provided an opportunity to gain:

- (1) Skill in dealing with others in person-to-person work relationships
- (2) The ability to exercise mature judgment and a knowledge of the basic concepts, principles, and theories of management, and
- (3) the ability to understand the managerial policies applicable to the court unit.

Specialized experience also includes progressively responsible experience related to the technical aspects of data processing, office automation, data communications and their applications, terminology and methodologies. This includes the accomplishment of computer projects, assignments that involved systems analysis, design, programming, implementation, integration, and management.

**Preferred Skills/Qualifications:**

Preference will be given to those candidates with a solid track record of effectively leading and supervising technical support professionals in a technically and operationally diverse, fast-paced environment. Experience in information technology project management and federal government contracting/procurement experience is also desired.

Solid understanding of the operation of computers, printers, scanners, and other automation peripheral devices in a networked environment.

Preference will be also given to those candidates who possess significant operational and technical experience relative to the installation, configuration, maintenance, and support of major network operating systems including Windows Server 2003, 2008 and Active Directory. Knowledge of Linux Operating system is desired.

Knowledge of and experience with virtualization including VMware is desired.

Ability to support mobile technology including iPads, iPhones, and Blackberry devices.

Working knowledge, skills, and experience with corporate-level software applications, such as, Microsoft Office (Word, Excel, PowerPoint, and Access), Adobe Acrobat, WordPerfect, and Lotus Notes email.

Working knowledge of networking topologies, protocols, and media including but not limited to TCP/IP, Citrix Metaframe/XenApp, virtual private networks, VLANs, VoIP, data storage equipment, backup devices, and enterprise-level switched ethernet data network equipment is also desired.

Computer programming experience is also desired, primarily in a web-based environment. Work experience designing, testing, implementing, and updating web-based applications using HTML, Flash, Javascript, PHP, or closely-related development tools. Database design and programming experience also required in MSSQL, MySQL, or similar structure. Informix SQL experience is desired, along with Microsoft NET platforms. Knowledge of database structure, SQL and report writing skills are a plus.

Working knowledge and experience with Windows XP Professional and Windows 7 desktop operating systems in a corporate networked environment.

Experience with wireless networking standards and protocols is highly desirable.

Ability to troubleshoot software, as well as hardware issues as they arise.

Ability to prepare documentation of hardware, software, and other information technology equipment.

Ability to install and configure both software and hardware as needed.

Exemplary team-based collaboration skills are essential and ability to interface with system users at varied levels of computer experience.

Ability to train users – individually or in groups – on locally-developed or national applications.

Ability to prioritize duties and meet deadlines in a timely manner. The successful candidate must be able to manage multiple priorities, projects, and assignments with a positive attitude and outcome. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to successfully balance the demands of a varying workload.

The incumbent will have unquestioned character, integrity, and reliability. As substantial contact with staff, the public, judicial officers, and other agencies is required, the successful candidate must be able to maintain a professional demeanor, work harmoniously with others, and be responsive, courteous, and consistent.

The successful candidate will be able to maintain confidentiality of sensitive personnel and other key/sensitive information and have excellent judgment.

**Conditions of Employment:**

By statute, employees must be citizens of the U.S. or of countries with which the U.S. has a mutual defense treaty.

This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings.

As part of the recruitment process, final candidates for the position will undergo a background investigation completed by the U.S. Pretrial Services office. Fingerprints will be taken; a criminal records check with federal, state and local, law enforcement agencies will be conducted. A credit check will also be required. The final candidate will be hired provisionally pending and contingent upon the successful outcome of a subsequent background investigation conducted by OPM.

All employees are required to adhere to the Code of Conduct for judicial employees. The Federal Financial Management Reform Act of 1994 (Title V, Section 402, Section 333.2) requires direct deposit of federal wages.

**Benefits:**

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 professional liability insurance and a Flexible Benefits Program which includes pre- tax deductions for health benefits premiums, health care expenses, dependent care, and commuter benefits.

**Additional Information:**

Applicants selected for interviews must travel at their own expense. Relocation expenses are not authorized and will not be reimbursed.

**Application Process:**

Applications will be received until the position is filled. However, the official first cut-off date for the receipt of applications will be before the close of business on Thursday, June 7, 2012, (5:00 P.M. PST).

Qualified applicants should submit four (4) copies of each of the following:

1. Resume
2. Cover Letter
3. Application for Judicial Branch Federal Employment (Form AO 78) which is available at:  
<http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>.
4. The Applicant's last three (3) performance evaluations,
5. Three (3) professional references.
6. Three (3) personal references.



**ADDRESS FOR SUBMISSION OF APPLICATION PACKAGES:**

United States Pretrial Services  
Attention: Human Resources Department  
333 Las Vegas Blvd. South  
Room 1112  
Las Vegas, Nevada 89101-7067

**APPLICANTS MUST REFERENCE THE VACANCY ANNOUNCEMENT NUMBER  
(12-AD-09) IN THE LETTER OF INTEREST.**

**Applications will not be considered complete until all of the items listed above have been  
received by Human Resources**

**ADDITIONAL INFORMATION:**

Due to the volume of applications received, the Pretrial Services Office will contact only the most qualified applicants who will be invited to one (or more) personal interview(s).

Employees of the United States Courts are NOT included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees depending on the appointment type. Employees who work for the Judiciary are considered at-will and work at the pleasure of the Court.

Reasonable accommodations are provided to applicants with disabilities in accordance with the American with Disabilities Act. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case by case basis.

The U.S. Pretrial Services Office reserves the right to amend or withdraw this announcement with or without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief U.S. Pretrial Services Officer may elect to select a candidate from the original qualified applicant pool.

**The United States Pretrial Services Office for the District of Nevada is a  
drug free workplace. We are an Equal Opportunity Employer and we value diversity.**

