

Position Title: Automation Support Specialist

Announcement Number: 13-1

Court Name: United States Bankruptcy Court District of Alaska

City: Anchorage **State:** AK **Court Website:** <http://www.akb.uscourts.gov/> **Permanent Position:** NO

Job Grade: CL 25

Salary Min: \$43,749

Salary Max: \$71,155

Open Until Filled: YES

Position Description:

Please refer to the full announcement at <http://www.akb.uscourts.gov/index.php/general-court-information/125-jobs>. The Automation Support Specialist will provide technical and end-user support for the judges, clerk, and staff of the court and report to the Systems Administrator. The salary range noted above includes a 5.57% COLA.

The Automation Support Specialist administers the day-to-day operations and support of networks, peripherals, telecommunications systems and other major systems to ensure reliable and effective operations; responds to requests made by Judges' Chambers and Clerk's Office staff requiring assistance in the use of software and hardware; assists in configuring new computer equipment and software packages; uses technical expertise in solving computer system problems by analyzing failures to identify the nature and source of the issue and taking corrective action; installs and tests new or revised releases of national and commercial systems; assists in evaluating current automated office functions; recommends technical and operational changes and enhancements to existing system configurations, usage, and procedures to improve systems and staff effectiveness; conducts training, individually and in a classroom setting, for end users of various software applications; prepares and maintains documentation for automated programs, maintains contacts with other Automation staff members in order to remain knowledgeable of developments, techniques, and user programs.

Qualifications:

Applicants for this position should possess one to two years of specialized experience consisting of progressively responsible experience related to the technical aspects of data processing, office automation, and data communication and their applications, terminology and methodology. Excellent oral and written communication skills. Skill in communicating with, and training non-IT personnel in a variety of IT techniques and processes. Experience should include the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration and management. Applicants must display initiative and be able to interact with Judges, co-workers, the public, and the bar. Applicants must be organized, detail oriented, and possess superior diagnostic and analytical skills. Preferred specific experience with Windows Server 2008/2012 administration, Linux(preferably Red Hat), Corel WordPerfect and/or Microsoft Office, Lotus Notes Clients, MS Windows 7 installation maintenance and upgrades, and a working knowledge of TCP/IP and/or Ethernet. Informix and/or relational database experience, HTML web development-mainly Internet Explorer, and Visual Basic (or similar tool) is a plus. Availability for occasional travel, evening and weekend work is required.

How To Apply:

Qualified persons interested in being considered for this position are invited to submit an Application For Federal Employment Form A078 and attach a resume with 3 references. Your package must be emailed in .pdf format with Announcement 13-1 on the subject line to:
maggie_bondi@akb.uscourts.gov