



United States Bankruptcy Court for the District of Arizona

230 North First Ave., Ste. 101
Phoenix, Arizona 85003-1706
(602) 682-4000

Vacancy Announcement No: 15-01 PHX

Position: Technology Specialist
Location: Phoenix Office
Position Type: Full-Time

Opening Date: January 16, 2015
Closing Date: Open Until Filled
Preference given to applications
received before close of business,
January 30, 2015.

Salary Range: \$43,616—\$54,062 (CL 26 Step 1-24 Developmental Range)
\$54,516—\$70,867 (CL 26 Step 25-61 Full Performance Range)
Depending upon qualifications, experience and salary history*
Promotion potential to the CL 27 depending on budget and performance*

Position Overview:

The U.S. Bankruptcy Court for the District of Arizona is seeking qualified applicants for the position of Technology Specialist responsible for configuring, deploying and supporting mobile devices (Apple\Android), MAC iOS X 10.x/Windows 7 desktop and laptop workstations and related peripheral equipment and software in a Microsoft Windows Server 2008 R2/2012 Active Directory environment. Incumbent also implements and supports other applications and programs, including, but not limited to, courtroom technology, and telephone system devices as required and assigned by the Information Technology Manager.

Representative Duties:

- Recommend, install, configure and provide technical support for complex administrative and operations specific national applications, including developing new features. Maintain version applicability and local functionality of user applications, such as: iOS, Apple Office Suite (Pages, Numbers and Keynote), Microsoft Office Suite (Word, Excel and PowerPoint), Adobe Acrobat and IBM Notes. Provide technical support and oversee maintenance of telephone systems, courtroom technology, and audio/visual systems, as required;
- Determine and recommend software or hardware required to install new systems or applications, or alter existing systems/applications. Diagnose hardware and custom off-the-shelf software problems, and replace defective components or design software fixes;
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Determine hardware and/or software requirements and recommend changes to improve systems and configurations.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software;
- Determine upgrade schedules and software standards for personal computers, mobile devices and other systems. Develop upgrade procedures and plan for future growth;

Representative Duties Continued:

- Maintain, install, and update Apple and Microsoft desktop computers, laptops, tablets and smartphones, including new product evaluation and software compatibility analysis. Maintain automated management systems for imaging, software updates, and patch management;
- Maintain computer security resources on all workstations, including anti-virus and firewall systems. Assist with server security systems, as required;
- Maintain computer and printer inventory, and software licenses;
- Assist with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Perform system start-up and shut down procedures;
- Prepare written instructions for users and IT staff which are clear and effective. Train users to work with computer systems and programs. Prepare reports and memoranda regarding complex automation issues with a focus on the reader;
- Perform other duties as assigned.

Qualifications:

The incumbent for this position must have an associates degree in Computer Science or similar degree, or equivalent work experience. Must have three years mobile device, workstation and application deployment and administration experience plus two years specialized experience. Must be able to clearly express information both in writing and verbally. Exceptional customer service skills and the ability to work in a team oriented environment are essential. A+ or other related certification or experience preferred.

Preferred Qualifications:

Qualifying experience includes administration and support of devices running the MAC OS X 10.x, iOS 8.x, Windows 7, and Android KitKat\Lollipop operating systems. Additional qualifying experience includes supporting the Apple and Microsoft Office suites, IBM Notes, Adobe Acrobat, Internet Explorer, Safari and Firefox. Qualifying specialized experience in mobile device support, desktop support, desktop publishing, presentation development, support of complex audio-visual systems and experience with the use of IP based telephone system devices is desired. Other specialized experience could include Active Directory and Windows server administration and experience with network devices, network protocols, wide area communications and implementing network security. Work history should include the accomplishment of computer assignments that involve systems analysis, design and implementation. Any aspects of Linux, MySQL, SQL Server, PowerShell, HTML, Drupal, Media Wiki, WordPress or JAVA experience is a plus.

Applicant Information:

Applications will be screened for qualifications and the best qualified applicants will be invited for a personal interview. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. Applicant must be a United States citizen or eligible to work in the United States. Employees of the United States Bankruptcy Court are "At-Will" employees and are not covered by the Office of Personnel Management's civil service classifications or regulations. This position is considered a high-sensitive position. The selectee considered for this position is required to complete a ten-year background investigation, and a re-investigation every five years there-after. Appointment is provisional and retention is contingent upon a favorable suitability determination of the background check and investigation. This position is subject to mandatory electronic fund transfer (direct deposit) participation for net pay.

*All promotions are based on successful performance and subject to approval by the Administrative Office of the U.S. Courts.

Benefits:

Federal benefits include paid vacation and sick leave, 10 paid holidays, and retirement benefits. Optional benefits include health and life insurance, disability and long-term care insurance, dental and vision insurance, and a tax-deferred savings plan.

How to Apply:

Qualified applicants are invited to submit a cover letter detailing relevant experience and how they meet the desired qualifications for the position, a resume, and three professional references electronically to: [Technology Specialist 15-01 PHX](#) or by mail to:

U.S. Bankruptcy Court
Attention: Human Resources Department
230 N. First Ave., Ste. 101
Phoenix, AZ 85003-1727
(Include Announcement No. 15-01 PHX)

The United States Bankruptcy Court District of Arizona is an Equal Opportunity Employer.