



U.S. COURT OF APPEALS FOR THE NINTH CIRCUIT

VACANCY ANNOUNCEMENT

POSITION:	IT Support Supervisor
LOCATION:	Pasadena, CA
CLASSIFICATION LEVEL/SALARY:	CL 27 (\$52,169 - \$84,823) <i>Depending on salary and qualifications.</i>
CLOSING DATE:	Open until filled <i>Priority consideration given to applications received by December 23, 2015.</i>

ABOUT THE COURT

The Ninth Circuit Court of Appeals is one of 12 regional federal courts. Circuit courts hear appeals from the district (trial) courts located within their circuit, as well as appeals from decisions of federal administrative agencies. Headquartered in San Francisco with courthouses in Pasadena, Seattle and Portland, the Court serves nine western states, Guam and the Mariana Islands. The Pasadena federal courthouse is conveniently located just off the 210 and five minutes from the 110 in Old Pasadena, with parking directly across the street. For more information about the federal court system, please visit: <http://www.uscourts.gov>. For more information about the Ninth Circuit Court of Appeals, please visit: <http://www.ca9.uscourts.gov>.

POSITION DESCRIPTION

This position is located at the Richard H. Chambers Courthouse in Pasadena and will report to the Desktop Support Manager in San Francisco. The incumbent will provide technical support to Court of Appeals judges and staff, as directed. Travel to other court locations is required as needed.

REPRESENTATIVE DUTIES

- Troubleshoot technical problems at a Tier 2 level.
- Supervise daily operations in Pasadena.
- Supervise help desk responsibilities among five sites in southern California.
- Manage the schedules of a small technical team.
- Manage technical projects in coordination with headquarters in San Francisco.
- Function as a backup for all IT teams including desktop support, A/V, networking, and phones.
- Address and resolve customer service issues.

QUALIFICATIONS for CL 27

- 2 years of specialized experience. *Specialized experience is defined as progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology.*
- Thorough knowledge of the principles and practices of computer hardware and software.
- Good knowledge of the capabilities, limitations, and functional applications of information technology.
- Demonstrated skill in the design, installation, configuration, and maintenance of computer hardware and software.
- Knowledge of computer systems and networks, including skill in determining cause of operating errors. Proven ability to thoroughly analyze operating systems and identify complex issues to troubleshoot a problem or system crash and evaluate options and implement workable solutions.
- Skill in coordinating information technology projects with senior management; skill in reviewing procedures, policies, and manuals.
- Demonstrated proactive and responsive customer service skills, including excellent verbal and written communication skills.
- General knowledge of mobile devices, including laptops, smart phones, and tablets.
- Demonstrated ability to meet established deadlines and commitments.
- Ability to interact in a positive and professional manner with users at all levels of the court.
- Experience motivating and developing direct reports.
- Ability to travel and lift and move up to 50 lbs.

PREFERRED QUALIFICATIONS

- Bachelor's degree.
- Supervisory experience.
- General knowledge of court functions and procedures.

BENEFITS

- Vacation time accrues at a rate of 13 days per year the first three years; increasing with tenure thereafter.
- Sick days accrue up to 13 per year; 10 holidays.
- Choice of a variety of employer-subsidized federal health and life insurance plans. Dental and vision coverage available. Optional long-term care insurance. Flexible spending account program.
- Participation in both the Federal Employees Retirement System and the Thrift Savings Plan (similar to a 401K, with employer matching).
- Mass transit subsidy (budget dependent).

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or a permanent resident seeking citizenship. Excepted service appointments are “at will” and can be terminated with or without cause by the Court. Employees will be hired provisionally pending the results of a background investigation and fingerprinting, and are subject to a one-year probationary period. Employees are subject to the *Judicial Code of Conduct*. Direct deposit of pay required. The U.S. Court of Appeals is an Equal Opportunity Employer.

TO APPLY

Please submit a resume and a detailed cover letter which clearly demonstrates why you are the best person for this position, along with 3 professional references to: ITstaff@ca9.uscourts.gov

To ensure consideration, please submit these materials by **December 23, 2015**. Only candidates selected for an interview will be notified. Unsuccessful candidates will not receive notice.

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice.