



VACANCY ANNOUNCEMENT

United States Bankruptcy Court for the Western District of Virginia

VACANCY # 2018-01

POSITION: Systems Engineer/Courtroom
Technology Administrator

POSTING DATE: March 29, 2018

TYPE: Full-Time

Duty Station: Roanoke, VA

SALARY RANGE:

CL 27(\$48,951 - \$79,617)* with three to five years of hands-on IT infrastructure experience.

CL 28(\$58,700 - \$95,388)* with six to nine years of hands-on IT infrastructure experience

CL 29(\$69,780 - \$113,459) with ten or more years of hands-on IT infrastructure experience.

*Promotion potential to CL 28 and CL 29 without further competition.

CLOSING DATE: Position will remain open until filled, with priority given to applications received by April 19, 2018.

Check the status of this position at www.vawb.uscourts.gov/?q=employment-opportunities

POSITION OVERVIEW

The United States Bankruptcy Court for the Western District of Virginia is looking for a highly motivated individual to join our professional team as a Systems Engineer/Courtroom Technology Administrator. The Systems Engineer/Courtroom Technology Administrator is responsible for maintaining the existing network; designing and building new networks to meet the needs of the court; and developing and implementing IT security policies, procedures, and technologies to ensure court IT systems operate optimally and without risk of security breaches. The Systems Engineer/Courtroom Technology Administrator is a member of the court's IT team and reports to the Systems Manager.

REPRESENTATIVE DUTIES:

Network Administration/Courtroom Technology Management:

- Maintain and support the court's Local Area Networks (LANS) and wireless network, including firewalls, switches, UPS systems, wiring & patch panels, and other hardware as assigned.
- Configure, interconnect, and ensure the reliable operation of local area networking switches and endpoints, virtual and physical. Perform troubleshooting during failures, and conduct detailed investigations to determine root cause and corrective actions.

- Develop and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Plan for disaster recovery operations and back-up testing and administration, including network performance, security, anti-virus, intrusion, web usage/monitoring, design, and acquisition of network hardware. Produce useful system documentation, perform system startup and shutdown procedures, and maintain control records.
- Collaborate with IT management and staff, court staff, chambers, other courts, the Administrative Office, and other agencies in the development, deployment, and support of new network based programs and applications.
- Develop technical documentation using a structured writing style.
- Develop and provide training to both internal and external users of the court's systems and applications.
- Collaborate with the court's IT security officer and Fourth Circuit and Administrative Office IT security staff to assist with the implementation of security policies and work with court departments to establish and raise the security baseline of the court and judiciary.
- Participate in local and national conferences and gatherings to enhance continued professional development as well as sharing and learning ways of improving technology applications for federal courts. Identify and develop technology trends that meet specific needs of the court and its users.
- Develop, implement, and manage large and small scale projects from inception to delivery, including developing complex project plans, thorough design plans, and detailed time lines. Ensure adequate resources are available, coordinate and lead project meetings, and ensure projects are delivered on time and within the confines of the project budget. Monitor, review, and Ability to manage multiple projects, prioritize work, and meet established deadlines and commitments.

Courtroom Technology Management:

- Develop and implement short-range and long-range A/V improvement plans for the court, ensuring that changes can be implemented with minimal disruption to operations.
- Deliver and set up portable equipment in courtrooms and conference rooms as needed.
- Create operating procedures and conduct training on system use and capabilities as required by court staff, counsel, private contractors and others.
- Maintain and develop related software and documentation
- Provide Court staff with regular onsite training
- Maintain an up-to-date inventory of all Courtroom A/V equipment for audit purposes.

Other Duties:

- Act as receiving clerk including accepting and tagging A/V property and updating locations. Maintain an up-to-date A/V related inventory, in accordance with policies and regulations. Identify obsolete and surplus equipment and coordinate disposal.
- Travel inside and outside the district, including to divisional offices, remote court locations, and for meetings/training as required.

MINIMUM QUALIFICATIONS

- 3 or more years of hands-on IT infrastructure experience.
- Advanced knowledge of networking, operating systems, servers, and multi-tiered architectures with thorough knowledge of LAN/WAN inter-networking technologies and strong network troubleshooting skills.
- Knowledge and understanding of Microsoft Windows desktop and server operating systems.

- Advanced knowledge of video/audio communication principles.
- Knowledge and understanding of the steps required to develop secure IT systems and make modifications to ensure that appropriate security measures are in place and are enforced.
- Ability to communicate effectively, both orally and in writing, with individuals and in groups to provide information, facilitate meetings, influence decision-making, write procedures, and provide training.
- Maintain and support the court's Local Area Network (LAN), and wireless network, including firewalls, switches, UPS systems, wiring & patch panels, and other hardware as assigned.

PREFERRED QUALIFICATIONS

- Certification in Microsoft, Linux, Cisco, HP, or similar technologies.
- Bachelor's degree in information technology, computer science or relevant field.
- 10+ years of hands-on IT infrastructure experience.
- Experience using Cisco Prime Collaboration Provisioning for IP Telephone system administration.
- Experience managing and configuring video/audio technologies (Crestron, Audia, BiAmp).
- Experience with Wireshark and Wide Area Network (WAN).
- Experience using Splunk, Tenable Nessus system log and vulnerability monitoring software, KACE Patch management software, and Websense filtering.
- Experience configuring and administering Symantec Endpoint Protection and MalwareBytes including the configuration and monitoring of management servers; and management of remote access to court assets utilizing two-factor authentication via Duo Mobile and VPN connectivity.
- Experience with Active Directory, DHCP, DNS and DFS.
- Security+ or equivalent certification.
- General knowledge of court functions and operations.
- Excellent interpersonal skills and the ability to work collaboratively in a team environment.
- Maturity, good judgment, high ethical standards, and a positive work attitude.
- Highly organized and able to multi-task, as well as manage projects and meet deadlines.
- Ability to remain calm and professional in stressful situations; to take initiative and work without direct supervision; and to communicate professionally, both orally and in writing.

CONDITIONS OF EMPLOYMENT

- Applicants must be United States citizens or eligible to work in the United States.
- This is a high-sensitive level position within the Federal Judiciary. The selected candidate will be hired provisionally, pending the successful completion of the required background investigation and favorable employment suitability determination. Reinvestigations will be required every five years thereafter.
- Employees must adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/RulesAndPolicies/CodesOfConduct.aspx>
- Judiciary employees are considered "at will" employees and can be terminated with or without cause.
- Electronic Funds Transfer (EFT) for payroll deposit is required.
- Duties require work during non-business hours on an intermittent basis, regular travel throughout the district to divisional offices and remote court locations, occasional travel outside the district, ability to lift and move moderately heavy items weighing up to 40 pounds, and ability to work in tight and/or confined spaces during installation or troubleshooting of IT infrastructure equipment.

BENEFITS

The Federal Judiciary offers a number of exceptional benefits including paid annual and sick leave, 10 paid holidays per year, health and life insurance, vision and dental insurance, a flexible benefits program, participation in the Thrift Savings Plan (similar to a 401K plan, with employer matching), long-term care

insurance, and participation in the Federal Employees Retirement System. Additional information on benefit programs can be found at www.uscourts.gov/careers/benefits.

APPLICATION PROCEDURES

Email the following list of required application documents to vawb_careers@vawb.uscourts.gov and reference **Vacancy # 2018-01** in the subject line.

Documents must be submitted in a single PDF file in the following order:

(Important: Do not attach multiple documents and make sure your document is a single PDF file in the following order.)

1. Cover letter:

- Reference job vacancy number # **2018-01**
- Include an email address in your contact information

2. Chronological resume which includes:

- education
- work history
- names and addresses of current and prior employers
- dates of employment
- work performed
- significant accomplishments

4. Application for Judicial Branch Federal Employment (Form AO 78) available at:

www.uscourts.gov/forms/AO078.pdf

- All sections of the application must be completed. Description of Work sections must list pertinent information. Do not type "see resume".
- After completing the form, please ensure the content you provided is saved properly and the form is not blank when you submit with your application documents.

The United States Bankruptcy Court for the Western District of Virginia is an Equal Opportunity Employer