



UNITED STATES BANKRUPTCY COURT
SOUTHERN DISTRICT OF IOWA

NOTICE OF POSITION VACANCY

Position: PC Systems Administrator (2018-01)
Classification: CL 26 (Starting Salary Range \$44,562- \$55,720)
Salary commensurate with qualifications and experience
Promotion potential to CL 27 without further advertisement
Location: Des Moines, Iowa
Opening Date: April 13, 2018
Closing Date: Open until filled

The United States Bankruptcy Court for the Southern District of Iowa is recruiting for the position of PC Systems Administrator. This position is located in the Bankruptcy Clerk's Office in Des Moines, Iowa and reports to the Director of Information Technology.

The Position

The PC Systems Administrator performs work related to workstation and server administration, end-user support, system and application maintenance and troubleshooting, and computer security, and is responsible for recommending, planning and installing new systems, products and applications.

Representative Duties

- Maintain user work stations and software applications such as: MS Windows, MS Office, Outlook/Lotus Notes and Office 365.
- Provide technical support and operations maintenance for courtroom technology and audio/visual systems, as required.
- 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.
- Determine and recommend computer 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 and/or design software fixes.
- Analyze, isolate, and solve complex system problems utilizing technical resources.
- Diagnose and remedy computing system failures, both hardware and software.
- 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 in determining and recommending computer software or hardware required to install new systems or applications, or alter existing systems/applications.
- 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.
- Create and maintain systems documentation.
- Other duties as required.

Qualification Standards

Candidates must be a U.S. citizen or eligible to work in the United States. A bachelor's degree in Computer Science or a related field, qualifying training by a technical education center, or military IT training is preferred. In addition, candidates must possess at least one year of specialized experience in information technology that has provided the particular knowledge, skills and abilities necessary to successfully perform the duties of the position. Examples include experience related to the technical configuration, maintenance and troubleshooting of computer hardware and software, mobile devices, peripherals, enterprise applications, and audio/visual technologies; data and voice communications, wireless, remote connectivity, as well as technology terminology, methodology, workflow and experience in end-user training.

Technical Qualifications

- Knowledge of theories, principles, practices, and usage of computer hardware and software, office automation and data communications;
- Knowledge of capabilities, limitations, and functional applications of information technology; Knowledge of operating systems, servers and workstation products;
- Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards;
- Knowledge of VOIP and wireless systems;
- Ability to train court personnel in relevant hardware and software programs;
- Ability to meet established deadlines and commitments;
- Skill in analyzing needs and product requirements for supported applications;
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications.

Additional Preferences

The ideal candidate will also possess:

- General aptitude and willingness to learn new operating system languages and applications;
- Skill in training non-IT personnel in information technology techniques and processes;
- Experience in setting up and supporting telework employees;
- Proven ability to successfully manage projects with strong organizational skills;
- Accuracy and attention to detail;
- Initiative;
- Excellent communication, writing, interpersonal, and customer service skills; and
- Unquestioned integrity with a positive "can do" attitude.

Selection Process and Additional Information for Applicants

The most qualified applicants will be invited to one (or more) telephone and/or personal interviews with the court. Persons selected for interviews will be required to travel to the designated location at their own expense. The court is not authorized to reimburse candidates for travel or relocation expenses.

Candidates progressing beyond the initial interview phase may be tested for eligibility.

Prior to appointment, the selectee considered for this position is required to undergo an FBI Background Check and Investigation. The selectee may then be appointed provisionally, and retention will depend upon a favorable suitability determination of the background investigation. As a condition of employment, employees are subject to updated background investigations every five years.

Employees of the U.S. Bankruptcy Court are considered “at will” employees and may be terminated with or without cause.

Considerable physical effort may be involved in moving, connecting or troubleshooting equipment and running network cabling. Overnight travel to the divisional office is required, as is occasional travel outside the area for training. Periodic work during non-business hours is required.

Benefits

Benefits include paid holidays, vacation and sick leave, health, dental and vision benefits, life insurance, disability insurance, supplemental benefits, retirement benefits, and a tax-deferred savings plan. This position is subject to mandatory participation in electronic funds transfer (direct deposit) for payroll.

Procedures for Applying

To be assured consideration for this position, qualified applicants should submit the following:

- **Application for Judicial Branch Federal Employment**
(Link to this document is found on the court’s web site at www.iasb.uscourts.gov)
- **Cover letter and Resume** (include announcement number)
- **Three References**

Documents must be sent as a single PDF to: IASB_HR@iasb.uscourts.gov

The court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice. Incomplete applications, as well as those not submitted electronically, will not be considered. Only those applicants selected for interviews will be contacted. The United States Bankruptcy Court is an Equal Opportunity Employer and values diversity.