
CAREER OPPORTUNITY

U.S. DISTRICT COURT, WESTERN DISTRICT OF TENNESSEE

ANNOUNCEMENT NO: CLK 11-02

POSITION TITLE: Computer Systems Administrator

DATE: December 2, 2011

CLOSING DATE: December 18, 2011, midnight

SALARY RANGE: \$31K - 50K

MORE THAN ONE POSITION MAY BE HIRED FROM THIS ANNOUNCEMENT.

Submit resume and Federal Judiciary Application in electronic form to:

tnwdjobs@tnwd.uscourts.gov

Subject line **MUST** reference CLK 11-02.

Federal Judiciary Application **MUST** be included.

Federal Judiciary Application may be downloaded from <http://www.tnwd.uscourts.gov/emp.php>

DUTIES STATEMENT

Network Administration/Server Support

The Computer Systems Administrator assists in the day-to-day operation of computer networks including hardware/software support, training, and special projects; plans, designs and implements data connectivity for local area network (LAN); assists in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving; assists in providing network and remote connectivity hardware/software support; maintains LAN user documentation including hardware/software applications, support logs and other related information; researches and recommends network and server hardware and software; assists in installing, designing, configuring, and maintaining system hardware and software; analyzes and troubleshoots the network logs and tracks the nature and resolution of problems; monitors usage to ensure security of data and access privileges; installs, supports and maintains both physical and virtual network servers and appliances; installs, maintains, and troubleshoots the SAN; establishes and maintains user accounts, profiles, file sharing, access privileges and security; performs daily server tape backups; researches, analyzes, monitors, troubleshoots and resolves server or data network problems; develops, maintains and implements network support, and archiving procedures; assists and provides support to the other technology staff as requested including performing scheduled network tasks, updating anti-virus definition files, monitoring network servers, and providing internet and intranet user support, network security and other specialized training. Additional duties may include other IT-related projects, as needed and assigned from time to time. Basic help desk response duties are also required.

E-mail/ Systems Support

Establishes and maintains user e-mail accounts; provides e-mail training and software support; provides e-mail documentation and updates user manual as needed; manages anti-spam and anti-virus servers; researches and troubleshoots e-mail problems by reviewing mail logs, records, and network configurations.

This candidate must possess strong interpersonal skills; the ability to learn new software applications easily; and strong teaching skills. This candidate must be able to effectively communicate with non-technical users.

MINIMUM QUALIFICATIONS

Education: A bachelor's degree, preferably in computer science, information systems, or other related area; such education should be at a level which demonstrates the ability to perform duties comparable to those listed herein. Possession of a Network Administration Certificate and/or Microsoft Certified IT Professional(MCITP) is preferred but not required.

Training/Experience: Experience in all areas of local and wide area networks management and administration including system configuration, setup, troubleshooting, planning, designing, implementation, and user support; experience installing and supporting Microsoft Windows Server 2003, 2008 technologies; experience installing, configuring Cisco switches. Preference will be given to those candidates who possess responsible technical experience related to enterprise-level Windows Server/Active Directory administration; Linux server administration; web development; experience with relational databases such as MySQL or Informix.

*******Compensation within the specified salary classification level will be based on experience, qualifications and overall competency*******

The United States District Court for the Western District of Tennessee is a federal trial court with jurisdiction over 22 counties in the western part of the state, all but two of which are located between the Tennessee and the Mississippi Rivers. The district is divided into two divisions; the Western Division, located in Memphis, the District's headquarters, and the Eastern Division, located in Jackson, Tennessee.

Employment in the federal judiciary offers benefits to full-time employees which include:

- 10 paid holidays per year
- generous vacation time, depending on length of service
- paid sick leave
- medical and life insurance options
- retirement plan and TSP (401K plan)

**APPLICANTS ARE RESPONSIBLE FOR OWN INTERVIEW TRAVEL EXPENSES.
THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO A REFERENCE AND
BACKGROUND RECORDS CHECK.**

**THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY
EMPLOYER.**

Job Title	Computer Systems Administrator
Occupational Group	Administrative Court Support (A)

Job Summary

Computer Systems Administrators are part of the information technology team that performs network support activities. They provide support for day to day operation of computer systems; configure, deploy, and troubleshoot network hardware and software, as well as server administration. They may also assist with other IT-related projects, as assigned.

Representative Duties:

Assist the day-to-day operation of computer data networks. Administrate windows servers. Install, configure, and deploy new computer hardware, software, and peripherals. Support and troubleshoot deployed computer hardware and software. Back up other systems staff, and assist with other IT-related projects, as assigned.

Factor 1 - Required Competencies (Knowledge, Skills, and Abilities):

Information Technology and Automation

General knowledge of the functions and procedures of the court units served. Basic working knowledge of the theories, principles, practices and techniques of computer hardware and software in an office environment.

Judgment and Ethics

Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

Procurement

Knowledge of and compliance with internal controls regarding inventory.

Factor 2 - Interactions with Judiciary Contacts

Employee has daily contacts with staff, manager, and judges of the U.S. District Court for the Western District of Tennessee, providing end user technical support, and troubleshooting and resolving computer-related problems.

Employee will have occasional interaction with automation personnel in other courts, training centers, Administrative Office and Circuit executives.

Factor 3 - Work Environment and Physical Demands

Work is performed in an office setting. Duties require occasional work during after hours and on weekends. Physical effort may be required to deploy and support computer hardware and peripherals. Position will require occasional travel to satellite office in Jackson, TN, as well as other domestic travel for training and IT conferences.