

UNITED STATES PRETRIAL SERVICES
WESTERN DISTRICT OF TENNESSEE



Job Announcement - No. 14-02

Date: July 13, 2014

POSITION: Automation Support Specialist, FT/Permanent
SALARY RANGE: CL-25 (\$38,334 - \$62,307)
OPEN PERIOD: July 13, 2014 – Open until filled with first preference given to application packets received by July 25, 2014.
LOCATION: Memphis, Tennessee - some travel to the Jackson Office may be required

The United States Pretrial Services Office, Western District of Tennessee, is accepting applications for the position of Automation Support Specialist in the Memphis, Tennessee Pretrial Services Office.

Salary and Benefits Information: Most positions in the United States District Court are classified and paid under the Judiciary Salary Plan or the Court Personnel System which combines General Schedule (GS) grades and pay. Salary is set commensurate with experience. Federal benefits are available for most positions according to federal guidelines. The U.S. Pretrial Services Office offers a flexible work schedule opportunity. The most suitable applicants will be invited for a personal interview at their own expense. Relocation expenses will not be paid. A second interview may be required. This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay. Applicants must be United States citizens or eligible to work in the United States. Work performance is of a confidential nature and is protected under the Pretrial Services Confidentiality regulations issued under Title 18 U.S. Code, Section 3153(c)(2).

THE DISTRICT

The Western District of Tennessee geographically consists of a 22-county area. A satellite office is located in Jackson, Tennessee.

POSITION DESCRIPTION

An Automation Support Specialist provides automation and helpdesk support for court unit staff and provides technical support in installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems.

Representative Duties:

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.

- Customize programs for local needs. Prepare and maintain documentation on local programs creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Create user accounts and maintain associated documentation.
- Advise managers and users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.
- Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations.
- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

Specific Duties:

The Automation Support Specialist, under the supervision of the Chief U.S. Pretrial Services Officer and the District Court's Director of Information Technology, assists in the administration of the automated systems in the U.S. Pretrial Services Office, the U.S. Probation Office, the Clerk of Court's Office, and the Judicial offices of the Western District of Tennessee. The district operates over 300 personal computers (PCs). Court computer users are primarily using PC-based desktops and laptops equipped with Microsoft Windows 7, Lotus Notes, and the Microsoft Office suite software applications. The Automation Support Specialist will be responsible for server administration and operation support for MS Windows 2008R2, Linux servers, and VMWare virtualization platform. Additional duties will include daily support of hardware and software as needed.

The successful 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.

QUALIFICATIONS

Completion of a bachelor's degree from an accredited college or university with a field of study in computer information technology preferred. A one year minimum of job experience is required. Microsoft Server Certifications a plus.

HOW TO APPLY

Applicants must electronically submit a cover letter, resume, and AO78, [Application for Judicial Branch Federal Employment](#), to the attention of Carolyn W. Moore, Chief U.S. Pretrial Services Officer at tnwptjobs@tnwd.uscourts.gov.

First consideration for this position will be given to complete application packets received by 4:00 p.m., July 25, 2014. Incomplete packets will not be considered.

This position is open to all qualified individuals. Only candidates selected for an interview will be contacted.

More than one position may be filled from this announcement.

**THE UNITED STATES PRETRIAL SERVICES OFFICE FOR THE WESTERN
DISTRICT OF TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER**