



# UNITED STATES DISTRICT COURT

## Northern District of Illinois, Chicago

U.S. District Court, NDIL  
Human Resources Office, Room 1574  
219 South Dearborn Street, Chicago, Illinois 60604  
[www.ilnd.uscourts.gov](http://www.ilnd.uscourts.gov)

## NOTICE OF POSITION VACANCY

<b>Date:</b>	September 9, 2021	<b>Grade Range:</b>	CL 28-01 to CL 29-61
<b>Job Announcement No.:</b>	2021-20	<b>Salary Range:</b>	\$68,745 to \$132,2880
<b>No. of Vacancies:</b>	One	<b>Closing Date:</b>	Open until filed
<b>Position Title:</b>	Systems Supervisor - Desktop and Help Desk		Applications received by September 23, 2021 will receive first consideration

**The United States District Court for the Northern District of Illinois is now accepting applications for a Systems Supervisor - Desktop and Help Desk. Consideration will only be given to those who apply through the Court's online applicant tracking system, submit a cover letter, resume and two professional references. To apply, please see "Notice to Applicants" listed below.**

### POSITION OVERVIEW

The U.S. District Court for the Northern District of Illinois is recruiting for the position of Systems Supervisor - Desktop and Help Desk. This is a supervisory position which provides leadership and guidance for the staff in the for members of the IT Department assigned to desktop and help desk support team. This position provides excellent customer service to the judges and staff of the District Court, Probation and Pretrial Services Offices and reports directly to the Director of IT.

### POSITION DUTIES AND RESPONSIBILITIES

- Communicates a clear and consistent strategy for matching information technology with the objectives and mission of the court units served by the department.
- Directs daily operations of assigned staff to include analyzing workflow, establishing priorities, developing standards, and setting deadlines.
- Assists the Director of IT in developing short- and long-range automation improvement plans for the court units, ensuring that changes can be implemented with minimal disruption to critical operations within the court units, particularly in the areas of desktops, laptops, cellphones, and other similar hardware, help desk services, inventory, and IT training.
- Establishes operating procedures and assists with devising security systems for desktop hardware, mobile technology, as well as help desk and inventory software and data. Establishes training in system use and capabilities.
- Manages and assists in the performance and maintenance of hardware deployment such as desktops, laptops, scanners, and other necessary hardware for all court units.
- Has oversight for equipment and property inventory.
- Oversees and answers the help desk calls and tickets to ensure timely completion, including monitoring the help desk function after hours and on weekends as required.
- Provides IT support for law enforcement that work in the field and in the office ensuring that they have the equipment necessary to perform their work safely.

- Implements and ensures that the Judicial Conference IT Policies and Security Policies are followed by IT staff.
- Suggests new devices to allow the judiciary to be more productive.
- Supervises staff to include assigning and reviewing work, establishing standards, evaluating performance, mentoring, and recommending personnel actions.
- Performs other duties as assigned.

### **JOB REQUIREMENTS AND QUALIFICATIONS**

The successful candidate must possess strong analytical skills, creativity, and knowledge of theories, principles, practices and techniques of computer hardware, help desk management, training, and project management. Experience analyzing, evaluating, and determining automation needs and planning to implement systems to meet those needs. Experience conducting business systems analysis, including procedures, equipment and implementation is required. The successful candidate must be current with emerging technologies and how they interface with systems, particularly in the areas of hardware and courtroom technology. Skill in analyzing specifications and instructions to develop appropriate IT solutions to meet user's needs is required. Candidates must demonstrate proven skills in problem solving and staff motivation. Must be able to communicate effectively both orally and in writing. The successful candidate must be able to balance the demands of varying workload responsibilities and deadlines. Regular work during non-business hours and weekends is required as needed. Travel to the Western Division and the Lisle Probation Office is required. Ability to pass a high-sensitive background screening is required. A bachelor's degree from an accredited four-year college or university in computer science, information systems, or related field is preferred. Prior management or supervisory experience is also preferred.

### **COMPENSATION**

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. Specialized Experience is progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain (a) skill in dealing with others in person-to-person work relationships (b) the ability to exercise mature judgment, and (c) a knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved. The candidate must have at least one year of experience at or equivalent at the CL 27 level in order to be considered.

### **NOTICE TO APPLICANTS**

**Consideration will only be given to those who apply through the court's online applicant tracking system and provide a cover letter, resume and provide two professional references. To view openings and to apply, visit our applicant tracking system at: [ILND Jobs](#)**

**Due to the volume of applications received, the Court will only communicate with those applicants who will be interviewed. Applicants selected for interviews will be communicated to only through email and must travel at their own expense and relocation expenses will not be reimbursed. Applicants will be screened to determine their experience and qualifications.**

All new employees must be fully vaccinated (i.e., at least 2 weeks after last dose) for COVID-19 and, prior to the starting with the Clerk's Office, present proof of vaccination or submit a request in writing for an exemption to this requirement on the basis of a sincerely held religious belief or medical condition. Prior to appointment, the finalist candidate will be required to satisfactorily complete a criminal background investigation. The Court requires employees to adhere to a Code of Conduct which is available upon request. Direct deposit is required for payment of compensation for employees. Employees of the District Court, Northern District of Illinois are excepted service appointments. Employees are considered at-will and are not

covered by federal civil service classifications or regulations. The United States District Court is an Equal Opportunity Employer.

Diversity is important to the Judiciary. It is an essential component of services that the Judiciary is charged with providing to maintain justice, equality, fairness, respect, and dignity in society. To fulfill its duties, the Judiciary must include all members of society—not just regardless, but also inclusive of race, gender, disability, and the many other variables that make up the citizens of our nation. The Judiciary has a duty to promote a fair, just, and sustainable model of inclusive democracy and social justice that surpasses any governmental entity in the history of this nation or of any other nation.

To be eligible for employment, applicants must meet one of the following requirements:

- (1) U.S. citizen;
- (2) Person who owes allegiance to the U.S. (i.e., nationals of American Samoa, Swains Island, and the Northern Mariana Islands);
- (3) Person admitted as a refugee or granted asylum who has filed a declaration of intention to become a lawful permanent resident and then a citizen when eligible; or
- (4) Lawful permanent resident (i.e., green card holder) who is seeking citizenship. A lawful permanent resident "seeking citizenship":
  - a. May not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen);
  - b. Must apply for citizenship within six months of becoming eligible; and
  - c. Must complete the process within two years of applying (unless there is a delay caused by the processors of the application).

**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.**

## **INFORMATION ABOUT THE NORTHERN DISTRICT OF ILLINOIS**

The Northern District of Illinois is home to the five largest cities in Illinois: Chicago, Aurora, Rockford, Joliet, and Naperville. Also known as “The Windy City,” Chicago is the third most populous city in the U.S. with over 2.7 million inhabitants and nearly 10 million people living in the Chicago metropolitan area. With Lake Michigan as its eastern border, Chicago covers more than 237 square miles.

Chicago is home to numerous museums and cultural institutions including Art Institute of Chicago, Field Museum, Museum of Science and Industry, Shedd Aquarium, and Adler Planetarium. A center of art and culture, Chicago has over 200 theaters, nearly 200 art galleries, and more than 7,300 restaurants.

Known for its magnificent skyline, Chicago is home to buildings designed by some of the world’s most renowned architects including Daniel Burnham, Louis Sullivan, Frank Lloyd Wright, and Mies van der Rohe, who designed the Dirksen Courthouse.

Major Chicago universities include University of Chicago, Northwestern University, Loyola University, University of Illinois Chicago, DePaul University and Illinois Institute of Technology. Professional Chicago sports teams include the Bulls (NBA), Sky (WNBA), Bears (NFL), Cubs (MLB), White Sox (MLB), Fire (MLS), Chicago Blackhawks (NHL), and Red Stars (NWSL). Chicago is a major world finance center. The Federal Reserve Bank of Chicago, the Chicago Stock Exchange, the Chicago Board Options Exchange, and the Chicago Mercantile Exchange are within blocks of the Courthouse. The Northern District of Illinois is home to three international airports including O’Hare International Airport, among the busiest airports in the world.