



UNITED STATES DISTRICT COURT

Northern District of Illinois, Chicago

Human Resources Office, Room 1574
219 South Dearborn Street, Chicago, Illinois 60604
www.ilnd.uscourts.gov

NOTICE OF POSITION VACANCY

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|------------------------------|--------------------------|----------------------|----------------------|
| Date: | November 29, 2016 | Grade Range: | CL 24-01 to CL 26-61 |
| Job Announcement No.: | 2017-7 | Salary Range: | \$38,910 - \$76,902 |
| No. of Vacancies: | One | Closing Date: | December 13, 2016 |
| Position Title: | PC Systems Administrator | | |

Looking to start a rewarding career that includes great benefits and a strong training program? If this sounds appealing to you, the Court is now accepting applications for a PC Systems Administrator. The Information Technology professionals for the U.S. Courts make it possible for the judiciary to deliver justice in a technology-driven environment. Serious consideration will be given to those who apply via the U.S. District Court website. To apply please see "Notice to Applicants" listed below.

POSITION OVERVIEW

The United States District Court for the Northern District of Illinois is currently seeking applicants for a PC Systems Administrator. The PC Systems Administrator performs work related to workstation and server administration, end-user support, system and application maintenance and troubleshooting, and computer security. The incumbent is responsible for recommending, planning, and installing new systems, products, and applications. The successful candidate will work in a team environment providing support to the staff of the U.S. District Court under direction of the Systems Supervisor.

POSITION DUTIES AND RESPONSIBILITIES

Core responsibilities include:

- Provide judges and court staff support for computer hardware and software.
- Solve routine computer system problems such as network login, printers, equipment failures, missing files, software operation, and customization questions, virus reports, basic technical support of telephone systems, court technology, mobile devices, and audio/visual systems, and help train new staff.
- Customize equipment and software for the individual user needs and follow-up to ensure operational capability.
- Handle court staff requests regarding computer set up and needs and to provide follow-up to the user to verify their understanding of how the equipment and software function.
- Install or assist in the installation and operation of new or revised releases of programs on Windows PC's and laptops such as Adobe Acrobat, VPN Software, Lotus Notes, MS Office and Office 365, and mobile devices (including but not limited to Apple iPhones, iPads, and Android OS based devices).
- Designs, configures, and implements computer hardware and operating system software.
- Develops the standard guidelines to assist in the use and acquisition of software and the protection of any vulnerable information.
- Provide information and assistance to court staff via the IT help desk.

- Troubleshoot and provide guidance on technical program problems while logging assistance requests and prioritizing the users subsequent assistance.
- Assist in maintaining inventory tracking system by keeping the Systems Manager apprised of the status of parts, supplies, and equipment that may need replenishing. Prepare equipment for disposal that is no longer serviceable.
- Prepare and maintain documentation for automated programs, maintain contact with other IT staff to remain knowledgeable of developments, user techniques, and programs.
- Assist with office and chambers moves, adds or changes by reconfiguring and reconnecting equipment in new locations.
- Set up desktop applications, routine hardware maintenance of standard office equipment and LAN switches.
- Assist in the configuration of audio/video systems and VOIP phones, connect and troubleshoot automation equipment, assist with the development of disaster recovery plans, create macros and templates in both WordPerfect and Microsoft Word.
- Performs other duties as assigned.

At the higher grade levels, duties will expand to include:

- 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 or design software fixes.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
- 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.

JOB REQUIREMENTS AND QUALIFICATIONS

The successful candidate should have thorough knowledge of the installation and maintenance of networked PC-based workstations under Windows 10 and Windows 7 in a Windows 2008/2012 Active Directory network. “A+” certification and MCSA certification or equivalent experience preferred. Skill in the use of maintenance of standard office equipment, such as copiers, personal computers, printers, scanners, and LAN switches is required. Basic knowledge of audio/video systems, and VOIP phones is a plus. The successful candidate should have the ability to move, connect, and troubleshoot automation equipment, disaster recovery plans, create macros and templates in WordPerfect and MS Word. Other experience preferred includes supporting a diverse user base in word processing, spreadsheet and database applications. College degree is preferred.

COMPENSATION

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. To qualify at a CL 24, an applicant must be a high school graduate and have one year of specialized experience equivalent to work at the CL 23 level. To qualify at a CL 25, an applicant must have one year of specialized experience equivalent to work at the CL 24 level. To qualify at a CL 26, an applicant must have one year of specialized experience equivalent to work at the CL 25 level. Candidates must have one year of experience at the next lower classification level.

Specialized experience is closely related to the work of the position and demonstrates the knowledge, skill, and ability to successfully perform the duties of the position. Experience related to data processing, automation and data communications functions, applications, systems terminology and methodology may qualify as specialized experience.

EMPLOYEE BENEFITS

The United States District Court offers a generous benefits package to full-time, permanent employees, which includes:

10 Paid Federal Holidays

13 Days Paid Vacation (per year for the first three years)

20 Days Paid Vacation (after three years)

26 Days Paid Vacation (after fifteen years)

13 Days Paid Sick Leave

Medical, Dental, Vision Coverage

Life Insurance

Thrift Savings Plan with matching funds (401k & Roth 401k style)

Participation in Federal Employees Retirement System (FERS-FRAE)

Health, Dependent, & Parking Reimbursement Programs

(Benefits continued on the next page)

Public Transit Subsidy Program

Long-Term Care Insurance

Employee Assistance Program, which provides free counseling, financial assistance, and basic legal services to all eligible employees

Access to an Infant Care and Toddler Care Center (onsite and near the building), and a Fitness Center (onsite) at a subsidized rate

A Public Service Loan Forgiveness Program is available to certain full-time employees with qualifying student loans.

Further details regarding Federal benefits may be viewed at:

<http://www.ilnd.uscourts.gov/Pages.aspx?page=benefits>

NOTICE TO APPLICANTS

Serious consideration will be given to those who apply via the U.S. District Court, Northern District of Illinois website by providing a cover letter, resume, and application. Job announcements and employment applications may be obtained by visiting our web site at:

<http://www.ilnd.uscourts.gov/Pages.aspx?ovGPv5hNkHK6wjSsfLIOTQ==>

Please send your cover letter, application, and resume in a single pdf to:

human_resources_ilnd@ilnd.uscourts.gov or fax to: 312-554-8674. Application materials must be received by the Human Resources Department by December 13, 2016.

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

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. Applicants must be U.S. citizens or eligible to work in the United States.

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.