



## **POSITION VACANCY – 2015-2**

January 16, 2015

Clerk's Office, United States District Court  
Eastern District of Washington  
**Richland, Washington**

### **INFORMATION TECHNOLOGY SPECIALIST**

Court Personnel System Classification Level: CL 26-27

*Depending upon experience, qualifications and previous government service*

Career Salary Range CL 26: \$42,644 (minimum) to \$69,289 (maximum)

Career Salary Range CL 27: \$46,835 (minimum) to \$76,152 (maximum)

*If hired at CL26, Career Ladder Position with possible promotion to CL 27*

Application Closing Date: Friday, February 6, 2015

The U.S. District Court Clerk's Office offers an opportunity for self-motivated individuals with excellent interpersonal skills and strong work ethic to launch or continue a career in public service. Our fast paced prestigious environment consists of challenging, rewarding work and great training opportunities.

#### **INTRODUCTION**

The U.S. District Court for the Eastern District of Washington is currently accepting applications for a full-time *Information Technology Specialist* position in the District Court Clerk's Office in Richland, Washington.

The incumbent will provide technical assistance and help desk support both remotely and in person. This is a professional and highly visible position that will provide support to approximately 85 end users throughout the Eastern District of Washington, and on-site support to approximately 11 end users. The Information Technology Specialist is a member of the divisional office team and performs other duties as assigned (e.g., mail handling, scanning documents, bank deposits, etc.). This position will report to the Information Technology Manager stationed in Spokane, Washington.

The Court operates multiple Windows servers in an Active Directory environment with redundant domain controllers at each of the three court locations. Distributed File

Services is used to synchronize file servers across the wide area network, connections to divisional offices and other courts. Major software used in the court is: Lotus Notes, Adobe Acrobat, MS Office, WordPerfect, SharePoint 2013 and customized Informix databases. The selected employee will work as a member of a team of IT staff to support the networks and individual users, and act as a technical expert in solving computer system problems.

## **REPRESENTATIVE DUTIES OF THE POSITION**

- Provides primary support for PC's, - network and courtroom technology equipment to eleven staff members in Richland, and provides assistance to the Yakima office and headquarters in Spokane.
- Answers and responds to various IT support requests regarding desktop equipment, network and software problems, courtroom technology, video conferencing, IP telephony, and user application questions.
- Configures and troubleshoots complex video, audio, evidence display, evidence recording, and court reporter distribution systems in courtrooms in situations that are often time-sensitive.
- Diagnoses problems with hardware and software and performs maintenance or upgrades to remedy the problems.
- Create and maintain SharePoint sites, workflows, web parts, and other related software.
- Troubleshoot and remedy mobile devices and access to the court and public wireless networks.
- Installs and configures new computers; assists with training staff; writes documentation for local IT procedures.
- Reviews, tests, and installs new and updated software releases of both standard and customized office automation products and court developed systems.
- Serves as the back-up to other team members and performs other office IT, user support, and project duties for the Clerk's Office as assigned.

## **QUALIFICATIONS**

To qualify for the position of Information Technology Specialist, a person must be a high school graduate or equivalent and must have three years of general experience and two years of specialized experience. A college degree in information management or computer science is preferred and may be substituted for some general office experience. Exceptional customer service skills and the ability to work in a team oriented environment are essential.

Required of the incumbent will be:

- Critical thinking;
- Attention to detail;
- Analytical skills;
- Excellent organizational skills;
- Strong communication skills; and
- The ability to multi-task, prioritize tasks, follow through and meet deadlines in a fast-paced environment.

Qualifying specialized experience could include Active Directory and Windows server administration and Windows 7 administration. Also beneficial would be experience with network devices, network protocols, wide area communications and implementing network security. Desktop support, desktop publishing, presentation development, or support of complex audio-visual systems would be qualifying experience. Work should include the accomplishment of computer assignments that involve systems analysis, design and implementation. Experience supporting Microsoft Office, Lotus Notes, and Adobe Acrobat, mobile devices, and any aspects of Microsoft SharePoint would be a plus.

## **POSITION REQUIREMENTS**

- Skill in communicating and supporting end users in technical and nontechnical terms, using both oral and written methods.
- Demonstrated ability to design, install, test, operate and document office automation systems when system analysis, system integration, and knowledge of hardware and software are involved.
- Travel to the Spokane office will be required, as well as to Yakima. Most initial training will occur in Spokane, so the successful candidate can expect to spend most of the first month in Spokane.

- Work outside of regular business hours is occasionally required.
- Must be able to lift 40 pounds.
- Ability to maintain confidentiality and communicate information accurately and in a timely manner with individuals within and outside the court.
- Ability to coordinate, organize and manage a variety of tasks. Time management skills, including the ability to adjust to conflicting duties and demands with poise, tact and equanimity.
- Ability to establish and maintain good working relationships with others. Experience in listening to and interpreting information.

The successful candidate must be:

- a self starter;
- highly organized;
- responsible;
- tactful;
- professional in appearance, demeanor and conduct;
- able to work harmoniously with others; and
- able to communicate effectively.

### INFORMATION FOR APPLICANTS

Qualified applicants should submit a U.S. District Court Employment Application, a letter of interest and resume, prior to the deadline, to:

Human Resources Specialist  
Office of the Clerk, U. S. District Court  
Rm. 840 Thomas S. Foley United States Courthouse  
920 West Riverside Avenue - P.O. Box 1493  
Spokane, WA 99210

You may also email your application package as 1 document in PDF format to:

[HR@waed.uscourts.gov](mailto:HR@waed.uscourts.gov)

Please reference 2015-2 in the subject line and include your last name.

Applicants may pick-up a U.S. District Court employment application form from the Clerk's Office in Spokane, Richland or Yakima; the application form can also be downloaded from the Court's public web site at: <http://www.waed.uscourts.gov>.

The U.S. District Court requires employees to follow a code of conduct. Selectee is subject to a twelve (12) month probationary period. **The final candidate will be subject to a background investigation.** Employee will be hired provisionally pending the

results of the background investigation. The Federal Financial Management Reform Act requires direct deposit of federal wages.

### **Benefits**

Benefits include 13-26 days of annual and 13 days of sick leave per calendar year, 10 paid holidays per year, immediate matching Thrift Savings Plan (the government's version of a 401K), pre-tax programs (health, dependent care and transportation), and insurance plans with guaranteed acceptance (i.e., health, life, disability, and long term care). Full information about benefits can be viewed [here](#).

### **The Eastern District of Washington**

The Eastern District of Washington is comprised of twenty counties east of the summit of the Cascade Mountains. The district includes approximately two-thirds of the land area of the state (41,960 square miles) and is home to 1,495,054 of its citizens (2010 census). The Eastern District of Washington has staffed courthouses in three locations: Spokane, Yakima, and Richland. The Court has four active district judges, six senior district judges, and two full-time magistrate judges.

The Court reserves the right to modify the conditions of this vacancy announcement or to withdraw the announcement without prior notice.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER  
AND VALUES DIVERSITY IN THE WORKPLACE