

Career Opportunity Systems Support Specialist

Classification Level: 26

Starting Salary Range: \$46,354 — \$57,939

Classification Level Salary Range: \$46,354— \$75,316

AN EMPLOYMENT OPPORTUNITY OPEN TO ALL QUALIFIED CANDIDATES. UP TO TWO POSITIONS AVAILABLE.

POSITION SUMMARY

This position is located in the Information Technology (IT) Department in Detroit, Michigan and reports to the IT Manager. The employee has responsibility for providing technical and end user support for Court applications and network diagnostics necessary to assist local end users in the performance of their jobs. The employee may be required to lift and move moderately heavy items, such as computer equipment. Travel within the district will be required. Duties may require working non-business hours and being on call.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES INCLUDE:

- Provide end user support for all applications supported and systems customized for local use.
- Monitor day-to-day operations of technology equipment and its systems. Serve as the technical expert in solving computer system problems. Works with Systems Manager and Network Administrator to solve advanced technical problems.
- Install or assist in the installation of upgrades of new or revised off-the-shelf/desktop releases. Set up, configure, install and document hardware and software. Provide support for systems maintenance. Creates and maintains technical documentation for automation staff on court systems. Respond to virus notifications for computers.
- Maintains inventory control records, generates property passes and conducts periodic equipment audits.
- Monitor desktop software and recommend roll-out strategies. Provide support for systems devices and remote access. Troubleshoot onsite and home network systems. Provide user assistance to employees onsite and also to remote workers and teleworkers.
- Perform network diagnostics for all connection issues.
- Provide cabling support.
- Uses, trains and supports Court staff in the use of courtroom technology.
- Oversee the day-to-day operation of the courtroom technology to ensure reliable and effective operation.
- Respond to help desk calls and e-mails, log computer problems, coordinates activities with automation staff to assign services calls to the support staff. Instructs users in the use of equipment, software and manuals. Provides updates, status and completion information to Court management and/or users using problem request tracking system, voicemail, e-mail, or in-person communication.
- Perform mobile device setup, maintenance and support. Inspect personal computer equipment; prepares computer for delivery. Attach equipment to the network.

*Announcement
Number: 15-15*

Posted: August 18, 2015

*Closes: September 17,
2015*

*Location: Detroit,
Michigan*



U.S. District Court
Eastern District of Michigan
www.mied.uscourts.gov

The Theodore Levin
United States Courthouse
231 West Lafayette Blvd.
Detroit, MI 48226
Attention: Human Resources
Room 848

E-mail application materials to
"apply@mied.uscourts.gov"
Subject: 15-15 Systems
Support Specialist

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REPRESENTATIVE DUTIES AND RESPONSIBILITIES (CON'T)

- Provide copier, VOIP phone, printer and other computer peripheral equipment support.
- Assist in the configuration and management of audio/video equipment (e.g. projectors, video conferencing, etc.). Develop and instruct on procedures for coordinating video and teleconferences for the Court. Procedures may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Perform other duties as assigned.

QUALIFICATIONS

Qualifications must be met at the time of application.

Required: A minimum of a high school diploma or equivalent with a minimum of 1 year of specialized experience equivalent to a classification level of CL-25 within the last seven years of employment. Specialized experience is progressively responsible experience related to:

- Helping staff solve computer-related problems
- Training staff on hardware and software programs
- Installing and maintaining software applications
- Installing and administering networks
- Installing, maintaining, upgrading, and replacing hardware

Preferred: A college degree from an accredited college or university in a Computer Science related field. More than 3 years of specialized experience. Knowledge of Court applications (CM/ECF, PACTS, OTS APPS). Ability to perform network diagnostics for all connection issues and experience rolling out new versions of applications.

PROCEDURES FOR APPLYING

To be assured consideration, please submit the following single-sided documents **ONLY**: a cover letter (include announcement number), resume **and completed application** (download from the Court website) to the address at the left on page one by the closing date. E-mail submission is preferred. E-mailed documents must be in WordPerfect, Word or PDF format. Zip files and faxes will not be accepted.

Application materials that do not adhere to the Procedures for Applying may not be considered. Applicant materials submitted in addition to the required documents will not be considered or retained. Separate application must be made to individual vacancy announcements.

A general skills assessment will be administered. Only those applicants selected for assessment will be contacted. Travel reimbursement in connection with the selection process and/or relocation is not authorized.

An Equal Opportunity Employer

All applicants must be a U.S. citizen or be eligible to work in the United States.

All appointments subject to FBI Fingerprint Background Check; with periodic reinvestigation, if applicable.

Retention depends upon a favorable suitability determination.

All appointments also subject to mandatory electronic funds transfer.

More than the advertised number of positions may be filled with this announcement.