United States District Court
District of Minnesota

CAREER OPPORTUNITY

Vacancy Announcement #2015-07

Position:	Information Services Specialist Regular full-time position, Excepted Service
Number of Vacancies:	One
Location:	Minneapolis, MN
Posting Date:	November 14, 2014
Classification:	CL 26 with promotional potential to a CL27
Salary:	Salary Range: $44,713 - $72,727 (Starting range $44,713 to $53,117) Depending on Qualifications
Closing Date:	Open until filled. Preference will be given to resumes received by Friday, November 28, 2014 at 5:00 p.m.
Area of Consideration:	Open to all sources

Overview of the District of Minnesota

The U.S. District Court, District of Minnesota, serves the 87 Minnesota counties. The District has four staffed divisional offices located in Minneapolis, St. Paul, Duluth and Fergus Falls. This position supports 7 district judges, 4 senior district judges, 8 magistrate judges, 1 part-time magistrate judge, Clerk's Office staff, and Probation and Pretrial Service Office staff.

Introduction

This position is located in the Clerk's Office in the Minneapolis Courthouse of the U.S. District for the District of Minnesota. This an entry-level position that provides a full range of basic information services for the court unit, as described below. The information services specialist reports to the information services team lead.

Representative Duties

Provides help desk support by answering, tracking and responding to requests regarding hardware and software questions and problems.

Provides technical support for Naturalization ceremonies and courtroom proceedings.

Provides software installation, support and training.

Performs hardware and software system configuration, upgrades and maintenance on computers throughout the court.

Provides support for mobile computing devices and remote access.

Coordinates user support issues among team members to ensure accurate and timely responses to user questions and issues.

Creates and maintains documentation of hardware, software, processes, and procedures.

Performs other duties as assigned.

Job Requirements

To qualify for the position, the incumbent must have graduated with a technically-focused Associates degree, or graduated with a Bachelor’s degree.

The incumbent should have a working knowledge of the Windows operating systems and the ability to assess and troubleshoot basic system errors. The incumbent should be familiar with Windows 7 operating system, MS Office, Internet Explorer, email programs, basic systems security, and other desktop utilities. General knowledge of mobile devices, including laptops, smart phones, and iPads.

The incumbent must demonstrate the ability to handle multiple projects and tasks at one time and meet established deadlines and commitments. The incumbent troubleshoots routine hardware and software problems based on the understanding of the needs and priorities of end users.

The incumbent must present a professional demeanor and possess strong organizational skills. Excellent oral and written communication skills are required. Ability to interact in a positive and professional manner with users at all levels of the court. Must be able to work effectively in a small team environment.

The incumbent will maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. The incumbent must have the ability to work with

confidential and sensitive information and communicate effectively with non-technical personnel in technical techniques and processes.

Position will require moving, connecting, or trouble-shooting equipment, including the ability to lift 50 lbs.

Overnight and same-day travel to divisional offices is occasionally required. Some travel requires the incumbent to drive their personal vehicle; therefore, the incumbent must possess a valid driver's license and be able to drive a vehicle for extended distances.

Periodic work during non-business hours is required. Incumbent will be on-call on a rotating basis.

Success in this position requires dedication and excellence in proactive and responsive customer service.

Benefits

Employees of the U.S. District Court are not classified under Civil Service, but are entitled to similar benefits. These benefits include participation in the retirement system, health and life insurance programs, holiday and leave accrual, and periodic salary increases.

Application Process

Qualified candidates should email resume **with cover letter** to:

hr-usdc@mnd.uscourts.gov

Please enter "Application for IS Specialist Position" in the email Subject line.

All documents should be combined and emailed as one PDF attachment.

The United States District Court requires employees to adhere to a Code of Ethics and Conduct Policy. Use of Electronic Fund Transfer (EFT) for payroll deposit is required.

All application materials received will be reviewed to identify the best qualified candidates. **Only applicants selected to proceed to the next phase of the selection process will be notified.**

The U.S. District Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, either of which may occur without prior written notice. If a subsequent vacancy of the same position becomes available within a reasonable time from the original announcement, the Clerk of Court may select a candidate from the qualified applicants.

All final candidates are subject to a background investigation, including criminal history. Applicants must be U.S. citizens or a permanent resident seeking U.S. citizenship. Noncitizens must execute an affidavit indicating their intent to apply for citizenship when they become eligible to do so.

The Court is an Equal Opportunity Employer