

United States District Court  
District of Minnesota



## Career Opportunity: Information Services Specialist

Vacancy Announcement #2020-06

### OVERVIEW OF THE DISTRICT OF MINNESOTA

The U.S. District Court, District of Minnesota serves all 87 Minnesota counties. The District has four staffed divisional offices located in Minneapolis, Saint Paul, Duluth, and Fergus Falls. The U.S. District Court, District of Minnesota is composed of seven authorized district judges, five senior district judges, eight magistrate judges, one part-time magistrate judge, Clerk's Office staff, and Probation and Pretrial Services Office staff.

### Position Details

<b><u>Title and Type:</u></b>	Information Services Specialist, Full-time
<b><u>Vacancies:</u></b>	One
<b><u>Location:</u></b>	Minneapolis, or Saint Paul, Minnesota
<b><u>Posting Date:</u></b>	Friday, March 20, 2020
<b><u>Classification/</u></b>	CL 26 – Promotion
<b><u>Salary Range:</u></b>	potential to CL 27 after one year \$50,101 to \$81,440 (Depending on qualifications)

**Closing Date:** Open until filled. Preference will be given to applications received by Friday, April 3, 2020, at 5:00 p.m. Central Time.

**Area of Consideration:** Open to all sources

Qualified candidates should submit the following to:

<https://www.mnp.uscourts.gov/career-opportunities>

- Upload the following:
  - A cover letter;
  - Resume; and
  - Names and contact information for three (3) professional references.

### INTRODUCTION

At the U.S. District Court for the District of Minnesota, we help the federal Judiciary run more efficiently as we contribute to district initiatives. We need talented, bright, and values-driven people. If you would like to help us with our mission of ensuring equal justice under law, this is your chance to make history! We are looking for a strategic team member to join our Information Services Department as an Information Services Specialist. This role will ensure compliance with the appropriate guidelines, policies, and internal controls for the Clerk's Office, U.S. Probation and Pretrial Services Office, and chambers. You will have the opportunity to influence at a growth point in our evolving IT strategy!

### **What can we give you?**

We are always working to ensure that our employees know just how valued they are. In addition to a competitive salary, top of the line health and retirement benefits, including medical and dental plans, a federal pension and 5% employer match, we offer employees a variety of perks, including:

**Location** – Conveniently located near both Saint Paul and Minneapolis, we are centrally located for most commuters and offer a subsidized transit program.

**Wellness** – Complimentary use of our onsite fitness facility for all employees. In addition to physical wellbeing, we offer a variety of mental health, financial health, and other types of resources to every employee.

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**REPRESENTATIVE DUTIES**

- Provide help desk support by answering, tracking and responding to requests regarding hardware and software problems, user application questions, and web access. Conducts help desk analysis and reporting with tracking software relative to the timeliness and quality of performance.
- Coordinate user support issues among team members to ensure accurate and timely responses to user questions and issues. Manage and coordinate projects.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy both hardware and software computing system failures.
- Provide software support and training for users of all levels, particularly for word processing applications. Evaluate and test new software.
- Perform hardware and software system configurations, upgrades, installations, and maintenance on computers. Perform system support for telephone systems, such as: additions, deletions, moves; data-backup, security, and anti-virus analysis.
- Provide support for courtroom audio and video technology, Naturalization ceremonies, mobile computing devices, and remote access.
- Create and maintain documentation and guidelines of hardware, software, processes, and procedures for users.
- Develop, plan, and implement automation improvements with minimal disruption. Recommend new products and improvements for computer systems. Recommend, install, configure, and provide technical support for complex administrative and operations-specific national applications, including developing new features. Maintain version applicability and local functionality of user applications, such as: Windows 10 operating system, Office365 (including Outlook, Skype, and SharePoint), and basic system security.
- Other duties as assigned.

**POSITION REQUIREMENTS AND QUALIFICATIONS**

One year of specialized experience that demonstrates working knowledge of the Windows operating systems and the ability to assess and troubleshoot basic system errors. The incumbent should be familiar with Windows 10 operating system, Office365 (including experience with Outlook, Skype, and SharePoint), basic systems security, and other desktop utilities and have general knowledge of mobile devices, including laptops, tablets, and iPads. Excellent customer service skills, attention to detail, ability to take directions from others, and excellent organization skills are required.

Two or more years of specialized experience, as outlined above, is preferred, along with knowledge and experience with SharePoint (including items such as workflows, forms, custom development, and managing site collections and users); audio and visual technology; project management theory and practices; and VMWare and VDI environment. It is also preferred that the incumbent has completed the requirements for a technically focused associate degree, or a bachelor's degree from an accredited college or university.

**ENVIRONMENTAL DEMANDS**

- Position will require moving, connecting, or trouble-shooting equipment, including the ability to lift 50 pounds.
- 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. The incumbent will be on-call on an infrequent rotating

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## **BENEFITS:**

- The opportunity to serve in a rewarding public service position.
- Accrual of paid vacation and sick leave.
- 10 paid federal holidays.
- Extensive health, life, dental, vision, and long-term care insurance plans.
- A defined benefit pension plan.
- On-site fitness centers.
- Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plans through the Thrift Savings Plan (TSP) with employer matching contributions.
- Pre-tax transportation, medical, and childcare reimbursement accounts.
- Extensive on-line training options. Travel reimbursement for in-person training and professional conferences available, funds permitting.
- Subsidized transit program.
- Telework, alternative work schedules, and other workplace flexibilities.

## **Conditions of Employment**

Applicants must be U.S. citizens or permanent residents seeking U.S. citizenship. Noncitizens must execute an affidavit indicating their intent to apply for citizenship when they become eligible to do so. Judiciary employees serve under excepted appointments and are considered “at-will” and may be terminated with or without cause or notice by the Court.

The U.S. District Court requires employees to adhere to the [Code of Conduct for Judicial Employees](#). This position is also subject to mandatory Electronic Fund Transfer (EFT) for payroll deposit.

All final candidates are subject to FBI fingerprints and background investigation, including criminal history. The individual hired to perform the duties for this position may be subject to further background investigations when necessary.

## **Application Information and Process**

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.** Submission of application materials using a link to a cloud-based system will not be reviewed. **All application materials must be submitted as directed on page one.**

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, and to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior written notice.

**We are proud to be an Equal Opportunity Employer**