



United States District Court

District of Delaware

Vacancy Announcement 24-8

Position Title: Automation Support Specialist

Duty Station: Wilmington, Delaware

Salary: CL-25 (\$52,783- \$85,794)
CL-26 (\$58,135- \$94,464)

Opening Date: March 28, 2024

Closing Date: Open until filled

Position Overview

The Automation Support Specialist coordinates and oversees various segments of the judiciary's information technology networks. Automation Support Specialists at this level of function perform routine network administration, provide automation and helpdesk support for court unit staff and provide technical support in installing and configuring computer hardware and software programs.

Representative Duties

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Create user accounts and maintain associated documentation.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.

- Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations.
- Coordinate and link computer systems within an organization to increase compatibility and share information. Determine computer software or hardware needed to set up or alter systems. Train users to work with computer systems and programs, and respond to their requests for assistance. Diagnose hardware and custom off-the-shelf software programs, and replace defective components. Maintain and administer computer systems and related computing environments, including computer hardware, printers, digital evidence presenters, systems software, and all configurations. Recommend changes to improve systems and configurations, as well as determine hardware or software requirements related to such changes.
- Support/troubleshoot audio visual systems and provide guidance in the areas of courtroom technology, conference rooms, remote meetings, and streamed events.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

Qualifications

Applicants for this position should possess one to two years of specialized experience consisting of progressively responsible experience related to technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology. The individual selected should possess strong communication skills and must be able to deal effectively with the District Judges, Magistrate Judges, and other members of the court. A team attitude and a willingness to adapt to a changing work environment are essential to maintain the court's quality standards.

Benefits

The United States District Court for the District of Delaware offers a generous benefit's package which includes the following:

- Paid annual and sick leave
- Eleven paid federal holidays
- Participation in the Federal Employees Health Benefits Program (FEHB)
- Federal Employees Dental and Vision Insurance Program (FEDVIP)
- Federal Employees Group Life Insurance (FEGLI)
- Flexible Benefits Program
- Employee Assistance Programs
- Federal Employees Retirement System (FERS)
- Thrift Savings Plan (TSP)- up to 5% match
- Student Loan Forgiveness Program for Public Service Employees
- On-site fitness facility

- Transit Subsidy Program (contingent upon availability of funds)

NOTE: Some benefits require a waiting period.

Information for Applicants

The required application documents include the following: resume, cover letter, three business references and an AO-78 Federal Judicial Branch Application for Employment. To apply for the position, please visit Court's application website at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=daye8adr&pos=24-8>

Applicants will receive an email confirmation upon receipt. Incomplete or paper applications will not be considered.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position(s) sooner than the closing date, if a closing date is shown, any of which action may occur without prior written notice. This job announcement may involve filing more than one position described therein.

This position is a mandatory EFT (Electronic Funds Transfer) participation for payment of net pay.

The U.S. District Court requires employees to adhere to the Judicial Code of Conduct for Judicial Employees which is available on www.uscourts.gov.

The U.S. District Court for the District of Delaware is an Equal Opportunity Employer.

Verification of employment eligibility according to the Immigration Control and Reform Act of 1986 will be required of all new employees of the U.S. District Court.

The Automation Support Specialist is a high-sensitive position. As a condition of employment, the selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter.

**If you have questions regarding this announcement,
please contact Beth Mason at (302)573-4539**