



**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF LOUISIANA  
OFFICE OF THE CLERK**  
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WILLIAM W. BLEVINS  
CLERK OF COURT

CAROL L. MICHEL  
CHIEF DEPUTY

**NOTICE OF POSITION VACANCY**

**POSITION TITLE:** INFORMATION TECHNOLOGY ADMINISTRATOR I OR II

**POSITION LOCATION:** NEW ORLEANS, LOUISIANA

**VACANCY ANNOUNCEMENT #:** 19-DSC-17

**OPENING DATE:** MAY 28, 2019

**CLOSING DATE:** OPEN UNTIL FILLED (REVIEW OF RESUMES UPON RECEIPT)

**JOB CLASSIFICATION/GRADE:** CL-27/CL-28

(IF HIRED AT A CL-27, PROMOTION POTENTIAL TO A CL-28 EXISTS WITHOUT FURTHER COMPETITION, BASED ON PERFORMANCE, AND AT THE DISCRETION OF THE CHIEF UNIT EXECUTIVE)

**SALARY RANGE:** \$49772.00-\$96,999.00  
(DEPENDING ON QUALIFICATIONS AND EXPERIENCE)

**POSITION OVERVIEW**

The United States District Court for the Eastern District of Louisiana is seeking qualified applicants for position of Information Technology Administrator I or II depending on qualifications. The Information Technology Administrator provides administrative and technical support and training to the court in a wide range of areas, including: assisting with the installation and support of network and computer hardware and software platforms, creation and administration of various user accounts, and providing support for complex technology projects. The Information Technology Administrator performs technical work related to modifying and adapting existing hardware systems, software and peripherals, as well as complex troubleshooting for these systems. They provide communications and training to all court staff related to these systems. The incumbent provides technical recommendations to management.

**REPRESENTATIVE DUTIES:**

- Responsible for the planning and deployment of computer hardware platforms, software and peripherals which enhance organizational efficiency and capabilities. The incumbent plans and oversees the installation of upgrades of new or revised off-the-shelf/desktop software. Setup, configure, install, and document hardware and software configurations.

- Research, plan, communicate and executes Information Technology projects assigned in a timely and effective manner including project budgeting.
- Oversee the day-to-day operations and support of virtual and physical desktop systems and network peripherals to ensure reliable and effective operations. Serve as the technical expert in solving computer system problems related to desktops and other networked devices.
- Diagnose and remedy courtroom technology system failures, both hardware and software. Work closely with maintenance vendors to resolve hardware or software issues.
- Recommend, schedule, test, and validate deployment of workstation patches, security & firmware updates, and other workstation upgrades, and network components. Monitor providers' websites to ensure patches are tested and applied in a timely fashion.
- Responsible for maintaining the inventory of unassigned IT equipment in storage, working with appropriate custodial staff with the local inventory controls. Maintain the status of spare parts and other supplies and equipment that may need replenishing.
- Provide support and training of the courtroom technology systems. This includes working with both court staff and attorneys in the use of the equipment and resolving issues during court proceedings.
- Monitor the network infrastructure and components, including all servers and workstations, and implement improvements to performance and security. Perform system startup and shutdown procedures, and other maintenance in a virtual server/desktop environment. Modify, enhance, test, and implement standard configurations for deployment of virtual desktops, workstations, network components and client software.
- Updates the court's web sites and pages using established web technologies and programming languages.
- Provide information and assistance to users on court applications including word processor, email, internet browsers, and digital recording software. Assist with creation, administration, and termination of user accounts and with providing end user training especially for newly employed staff.
- Provide support for mobile computing devices and remote access especially for judicial officers and other court staff.
- Coordinate with other administrators to ensure all servers are replicated, backed up and the media is stored in a secure location.
- Plan with other administrators for disaster recovery operations and testing for network resources.
- Consult with management and end users about system(s) design, enhancements, and ongoing maintenance.
- Maintain contact with other information technology court personnel and management for the purpose of keeping abreast of developments, techniques, concerns and the latest user programs.
- Perform other related duties or special projects, as assigned.

## **QUALIFICATIONS**

### ***Education and Experience Qualifications:***

Candidate(s) must possess high school diploma or equivalent, with two years of general experience.

#### **Educational Substitutions**

Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Candidate(s) must have general knowledge of computer, hardware, software and network infrastructure, knowledge of Microsoft Office suite (Outlook, Word, Excel, etc.), and knowledge of Windows 7/10 operating systems.

A successful candidate(s) must be mature, responsible, poised, organized, and meticulous. Must also possess integrity, tact, good judgment, initiative, and the ability to work with a wide variety of people with diverse backgrounds. Ability to follow detailed instructions and multitask.

To qualify for a CL-27, applicants must be a high school graduate or equivalent with a minimum of two years of specialize experience with one-year equivalent to work at a CL-25;

Or

Completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:

- Overall GPA of "B" equaling 2.90 or better,
- Standing in upper third of class,
- Completion of one academic year of graduate study in an accredited university in a field closely related to the subject matter of the position.

To qualify for a CL-28, applicants must be a high school graduate or equivalent with a minimum of two years of specialize experience with one-year equivalent to work at a CL-27;

Or

Completion of a master's degree or two years of graduate study (27 semester or 54 quarter hours) in an accredited university in a field closely related to the subject matter of the position.

***Preferred Qualifications:***

- A bachelor's degree in computer science, MIS, or related field;
- Hands-on experience using established web technologies including HTML, XML, and PHP;
- Knowledge of Drupal and the ability to integrate Drupal modules and custom themes;
- Demonstrated ability to combine use of technology, web design elements; and layout that results in an appealing website that provides quick access to information sought by the user;
- Hands-on experience in administering Microsoft Windows 2012/2016, Microsoft Active Directory, and Microsoft IIS;
- Hands-on experience with creating and administrating virtual servers and virtual desktops using VMWare including ESX, vSphere, Horizon View, user environment manager, master images, snapshots and desktop deployment;
- Hands-on full life cycle experience administering physical and virtual Microsoft servers and applications, and related IT infrastructure services;
- Hands-on experience with Microsoft Office365 environment and Adobe Acrobat Pro;
- Demonstrated commitment to performing functional and security testing of systems, websites; and application and security updates prior to roll out;
- Demonstrated commitment to performing excellent customer service;
- Experience ensuring 24/7 availability of mission critical systems;
- Knowledge of Microsoft SharePoint

**ADDITIONAL QUALIFICATIONS:**

- Self-starter with demonstrated analytical and problem-solving skills, professional demeanor, and ability to exercise sound judgment;
- Excellent interpersonal and communication skills, both oral and written;
- Excellent organizational skills, including ability to manage multiple high impact projects and priorities within strict deadlines in a fast-paced environment;
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- The incumbent must have the ability and availability to travel for work related reasons and stay overnight as needed. The incumbent must have the ability and availability to work nights and weekends.
- The incumbent should be able independently lift 25-30 pounds.

## **BENEFITS:**

Employees of the United States District Court are at will employees, are not subject to regulations of the Civil Service Commission, and do not qualify for Merit System Board protections. However, under the Judicial System they are entitled to the same benefits as other federal government employees. Some of the benefits are:

- 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years; 20 days after three years; and 26 days after fifteen years of federal service.
- Paid sick leave in the amount of 13 days per year.
- Mandatory participation in the Federal Employees Retirement Program and the Social Security Retirement program.
  - Optional participation in the Thrift Savings Plan(401K) with matching up to 5%, the Federal Employees Health, Dental, Vision and Life Insurance programs, Long Term Disability Plan, Long Term Care Insurance, Flexible Benefits programs and the Commuter Benefit program

## **HOW TO APPLY:**

Applicants must be citizens of the United States or be authorized to work in the United States.

Qualified applicants should submit a complete applicant's packet which includes: a letter of interest, a current/detailed resume, three references, and a completed Application for Judicial Branch Federal Employment (Form AO-78), this must be submitted as **one** pdf document by email to [HRAdmin@laed.uscourts.gov](mailto:HRAdmin@laed.uscourts.gov) You must reference the vacancy announcement number in your letter of interest. Packets not received as **one complete pdf**, or that directs the court to an external file server, such as Google Docs will not be considered.

## **DISCLOSURES:**

Due to the volume of applications received, the Court may communicate only with those selected for an interview. The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, any of which actions may occur without any prior written notice.

Successful candidate for this position is subject to a full fingerprint and background records check and mandatory electronic direct deposit of salary payment. The U.S. Courts require employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Travel and relocation expenses will not be paid.

*The United States District Court for the Eastern District of Louisiana is an Equal Opportunity Employer*