



**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF LOUISIANA
OFFICE OF THE CLERK**

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NOTICE OF POSITION VACANCY

POSITION TITLE: INFORMATION TECHNOLOGY ADMINISTRATOR I OR II

POSITION LOCATION: NEW ORLEANS, LOUISIANA

VACANCY ANNOUNCEMENT #: 24-DSC-10

OPENING DATE: MONDAY, APRIL 29, 2024

CLOSING DATE: APPLICATIONS RECEIVED BY CLOSE OF BUSINESS ON **FRIDAY, MAY 17, 2024**, WILL BE CONSIDERED FOR FIRST REVIEW OR UNTIL FILLED. (MORE THAN ONE POSITION MAY BE FILLED FROM THIS VACANCY ANNOUNCEMENT)

JOB CLASSIFICATION/GRADE: CL-27/28

SALARY RANGE: **\$58,030.00 - \$113,078.00** (BASED ON QUALIFICATIONS AND EXPERIENCE)
IF HIRED AT CL-27, PROMOTION TO THE NEXT GRADE EXISTS WITHOUT FURTHER COMPETITION, BASED ON PERFORMANCE, AND AT THE DISCRETION OF THE COURT UNIT EXECUTIVE.

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, installation, and technical support and training to the court in a wide range of areas, including: desktops, laptops, thin clients, printers, multi-functional copiers and other networked devices. The incumbent assists with judiciary-wide applications and local software systems, and administration of various user accounts, providing support for complex technology projects in a virtual environment. 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 direct technical recommendations to court management. Training will be provided for judiciary specific applications and IT support administrative tools.

REPRESENTATIVE DUTIES:

- Work closely with the IT/Systems Manager, IT Staff, and other stakeholders to assist in the planning, acquisition, installation, configuration, and deployment of a wide array of equipment, software, and hosting systems. Document hardware and software configurations.
- Respond promptly and professionally to judges and court staff IT support needs, inquiries, and requests, occasionally outside of normal business hours. Provide information and assistance to users on court applications including editing documents, email, internet browsers, and custom applications.
- Research, plan, communicate and execute IT projects assigned in a timely and effective manner, ensuring changes can be implemented with minimal disruption to the court.
- 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.

- Monitor day-to-day operations of technology equipment and its systems. Serve as the technical expert in solving computer system problems in a complex virtual environment.
- Partner with programmers to understand court needs in specific systems features. This may involve learning national systems, programming, or participating in the planning for, and the acquisition of a specific system for the court.
- Recommend, schedule, test, and validate deployment of patches, security & firmware updates, and other 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.
- Assist with creation, administration, and termination of user accounts and with providing end user training especially for newly employed staff.
- Assist with providing 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 environment.
- Coordinate with other administrators to ensure all systems 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.
- Perform other related duties or projects, as assigned.

MINIMUM EXPERIENCE AND EDUCATION QUALIFICATIONS (CL-27):

Applicants must be a high school graduate or equivalent with a minimum of three years of general experience and two years of specialized experience;

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:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in the major field of study, such as business or public psychology;
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association or College Honor Societies, other than Freshman Honor Societies; or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law, or other field closely related to the subject matter of the position.

MINIMUM EXPERIENCE AND EDUCATION QUALIFICATIONS (CL-28):

Applicants must be a high school graduate or equivalent with a minimum of three years of general experience and two years of specialized experience;

or

Completion of a master's degree or two years of graduate study (27 semester or 54 quarter hours) in an accredited university in business or public administration, political science, criminal justice, law, or other fields closely related to the subject matter of the position.

General Experience is progressively responsible experience that provides evidence that the applicant has:

- (a) a good understanding of the methods and administrative machinery for accomplishing the work of an organization;
- (b) the ability to analyze problems and assess the practical implications of alternate solutions;

- (c) the ability to communicate with others, orally and in writing; and
- (d) the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

Specialized Experience is progressively responsible experience designing, implementing or maintaining computer systems that included completing computer project assignments involving systems analysis, computer programming, systems integration, and information technology project management.

PREFERRED QUALIFICATIONS:

- A bachelor’s degree in computer science, MIS, or related field;
- Knowledge of programming including Java and SQL;
- Knowledge of Microsoft SharePoint.
- Demonstrated commitment to performing excellent customer service;
- Hands-on experience with Microsoft Office365 and Adobe Acrobat Pro applications;
- Hands-on experience with configuring workstations and peripherals;
- Hands-on experience with creating and administrating virtual servers and virtual desktops using VMWare including ESXi, vSphere, Horizon View, DEM user profile manager, master images, snapshots and desktop deployment;
- Hands-on experience in administering Microsoft Windows Server and Microsoft Active Directory;
- Demonstrated commitment to performing functional testing of systems and application and IT security updates prior to production roll out;
- Experience ensuring 24/7 availability of mission critical systems;

** Testing will be conducted to confirm applicant’s knowledge and proficiency and the candidate may be asked to provide sample code. **

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:

- During the first three years of full-time employment, employees receive 13 days of paid vacation. Thereafter, between 20-26 days of paid vacation depending upon the length of federal service.
- Employees receive 13 days of paid sick leave (unlimited accumulation) and eleven (11) paid federal holidays a year.
- Subsidized medical coverage with pre-tax employee premiums and flexible benefits program for health care, dependent care and commuter/parking expenses.
- Eligibility for Group Life Insurance, Long Term Disability, and Long-term Care coverage.
- Mandatory participation in the Federal Employees Retirement System with employer matching contributions.
- Employees are required to use Electronic Fund Transfer (EFT) for payroll direct deposit.
- Promotions are at the discretion of the court based upon job classification, experience and performance.
- When computing employee leave and retirement benefits, time in service with other federal agencies, as well as time for prior military service, is taken into consideration.

******Eligibility for benefits varies with part-time and/or temporary appointments******

ADDITIONAL INFORMATION:

The Office of the Clerk provides clerical support and record keeping services to the U.S. District Court for the Eastern District of Louisiana. The Clerk’s Office provides both short- and long- range opportunities for those interested in a service career with the United States Courts.

New Selectees are subject to background check or investigation and subsequent favorable suitability determination, and selectees to high-sensitive positions are subject to updated background investigations every five years.

HOW TO APPLY:

Applicants must be citizens of the United States or be authorized to work in the United States. (See [Citizenship Requirements](#)).

- A letter of interest (cover letter)
- A current/detailed resume
- A completed [AO 078 Federal Judicial Branch Application For Employment](#)
- Two professional references

Please reference the vacancy announcement number in your letter of interest. Applications will not be considered complete until all items listed above have been received by Human Resources. No application material, with the exception of academic transcripts, will be accepted via U. S. Mail.

All application material must be submitted ELECTRONICALLY, no exceptions, to:

HRAdmin@aed.uscourts.gov

DISCLOSURES:

Due to the volume of applications received, only those interviewed will be notified of the selection outcome. The United States District Court reserves the right to modify the conditions of this vacancy announcement, and/or fill multiple positions from this vacancy announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior written notice. The United States District Court requires employees to adhere to a [Code of Conduct for Judicial Employees](#). The Court will not reimburse candidates for travel in connection with the interview or pay for any relocation expenses. We appreciate your interest in employment with our district.

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