



# United States Bankruptcy Court Western District of Louisiana

300 Fannin Street, Suite 2201

Shreveport, Louisiana

Vacancy Announcement # 2017-03

Position Title: Automation Support Specialist  
Location: Shreveport, LA  
Salary Range: CL 23 – CL 25 (\$32,538 to \$64,718)\*  
Opening Date: September 18, 2017  
Closing Date: November 2, 2017

*\*Salary based on qualifications and experience. Career ladder position, promotional potential up to CL 26, or above without further competition, subject to funding and need.*

## Overview of Position

The United States Bankruptcy Court for the Western District of Louisiana is accepting applications from qualified candidates for an Automation Support Specialist position. This position is located at the United States Bankruptcy Court in Shreveport, Louisiana and reports directly to the Director of IT.

The Automation Support Specialist performs, but is not limited to, the following duties:

- Serves as a central point of information and assistance for end users. Answers help desk calls and e-mails, logs problems (computer, printer, scanner, etc.). Performs routine troubleshooting for hardware/software systems.
- Monitors day-to-day operations of the equipment and systems.
- Configures, delivers and installs desktop and laptop computers, monitors, printers and related hardware and accessories, both locally and at divisional offices.
- Maintains hardware and software installation of firmware updates, software updates, and patches.
- Installs or assists in the installation of upgrades or new or revised off-the-shelf/desktop releases. Sets-up, configures, installs, and documents hardware and software. Creates local court forms from off-the-shelf software. Customizes programs for local court needs.
- Troubleshoots problems with the operation, performance, and functionality of desktop application software and hardware.
- Provides information and assistance to users on applications such as Word, Excel, Lotus Notes applications.
- Prepares and maintains documentation, standard operating procedures, and checklists for end users and other IT staff. Assists with creating user accounts and providing end-user training.
- Assists with writing computer programs to meet the needs of the court unit, including writing documentation.
- Provides support for mobile computing devices and remote access.
- Assists with designing and maintaining the court-wide website and intranet, application and databases.
- Completes moderately complex technical or analytical project tasks as assigned.
- Assists with courtroom support activities including courtroom setup, audio/video components, attorney peripheral setup and subsequent integration within the courtroom environment.
- Assists other information technology court personnel as needed with special projects or assignments.
- Confirms that back-ups are run. Performs inventory control duties. Provides cabling support.
- Performs other related duties as assigned.

## Qualifications

The minimum qualifications require that the successful candidate be a high school graduate or equivalent and possess two years of general experience. Education above the high school level may be substituted for general experience. General experience is progressively responsible technical automation or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

To qualify at the CL 24, or above the candidate must have one to three years of specialized experience. A candidate must possess one year of specialized experience equivalent to work at the lower classification level to qualify for advancement to the next level. The specialized experience must be progressively responsible computer-related work that demonstrates the knowledge, skill, and ability to successfully perform the duties of the position. Those duties involve the routine use of automated software and require regular and recurring application of troubleshooting procedures, demonstrated superior organizational skills and attentiveness to details.

The successful candidate must have a professional demeanor, be self-motivated, hold themselves accountable to high professional standards, and possess excellent time management and organizational skills, as well as strong verbal and written communication skills. This position requires some physical demands such as moderately heavy lifting. Travel within the district is required. The position also requires occasional travel outside of the district for training, meetings or conferences.

### **Preferred Skills and Qualifications**

- Bachelor's degree in computer science or related field from an accredited college or university is preferred. Excellent technical, troubleshooting and communication skills.
- Experience related to web-based applications development and the administration of supporting database software, operating systems, and server platforms.
- Extensive knowledge of theories, principles, practices, deployment, and troubleshooting techniques of IT hardware and software.
- Experience with a programming language or web development preferred.
- Installation and technical support experience in the following applications, software, and hardware: Microsoft Word, Lotus Notes, VMWare, CISCO, Audio/Visual Equipment, and Mobile
- Demonstrated skill providing outstanding customer service with a can-do attitude and friendly approach to solving user issues.
- Ability to perform well under pressure while maintaining a calm and collected demeanor.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Ability to work individually, as well as in a team environment.

### **Benefits**

- Paid annual and sick leave; ten paid holidays per year.
- Choice of a variety of employer-subsidized federal health and life insurance plans.
- Dental and vision insurance plans.
- Long-term care insurance and flexible spending account program.
- Participation in both the Federal Employees Retirement System and the Thrift Savings Plan (similar to a 401K), with employer matching contributions.

### **Additional Conditions of Employment**

Applicants must be U.S. citizens or permanent residents seeking U. S. citizenship. Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense. Relocation expenses will not be reimbursed. Only applicants selected for an interview will be notified. Selected applicant will be hired provisionally, pending ***an FBI fingerprint check and successful completion of a ten (10) year background investigation.*** An updated investigation, similar to the initial one, will be conducted every five (5) years, thereafter. Employee retention depends upon a favorable suitability determination.

This position is subject to mandatory electronic direct deposit of salary. Employees of the U.S. Bankruptcy Court are hired under Excepted Service Appointments. Court employees are considered “*at-will*” and can be terminated with or without cause by the court. All court employees are required to adhere to a Code of Conduct.

The Court reserves the right to modify the conditions of this vacancy announcement, or to withdraw the announcement, either of which may occur without prior written or other notice. The court reserves the right to conduct interviews at any time prior to or after the closing date for receipt of applications.

Only applicants selected to receive an interview will be notified by phone or e-mail. Multiple positions may be filled from this announcement. Applicants are advised that false statements or omission(s) of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

### **Application Procedures and Information**

To apply for this position, qualified persons should complete an application package which includes:

- (1) Cover letter of interest,
- (2) A current/detailed resume which includes the names and contacts of three professional references,
- (3) A completed Application for Judicial Branch Federal Employment (AO 78) which is available on the court's website: [www.lawb.uscourts.gov/employment](http://www.lawb.uscourts.gov/employment).
- (4) Transmittal from college or university, if applicable.

**Applications will not be considered complete until Human Resources has received all items listed above.** Submit the completed application package as one (1) PDF file to the address provided below or email the application package via pdf format with the subject line **"HR Confidential" 2017-03** to: [joann\\_walker@lawb.uscourts.gov](mailto:joann_walker@lawb.uscourts.gov)

U. S. Bankruptcy Court  
Western District of Louisiana  
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