



United States Bankruptcy Court
Western District of Louisiana
Programmer/Analyst
Vacancy Announcement #2024-04

Opening Date: April 9, 2024

Closing Date: May 10, 2024, or Until Filled

(Preference is given to applications received by May 10, 2024)

Salary Range: CL27 – CL29 (\$58,030 – \$134,446) *

Location: Shreveport, Louisiana

** Based on experience and qualifications. The position has promotion potential without further competition.*

The United States Bankruptcy Court for the Western District of Louisiana is accepting applications for a Programmer/Analyst. This position is located in the Shreveport Office and reports directly to the Director of Information Technology. The Information Technology (IT) professionals support the court's extensive technology programs. The United States Bankruptcy Court seeks a Programmer/Analyst who is up-to-date with the latest technology and software programs.

The Programmer/Analyst performs professional work related to designing, modifying, and adapting existing software for the court's Case Management/Electronic Case Files System (CM/ECF), as well as other nationally developed applications. The Programmer/Analyst is primarily responsible for writing code and meeting with end-users to analyze their needs and to implement software solutions. Their duties may also include collaborating with supervisors, managers, executives and judges. The court operates on a multi-hardware and operating systems platform environment that includes Linux, Windows, desktops, laptops and servers.

The Programmer/Analyst is responsible for routine database and application/database server maintenance, application software installation and tuning, system troubleshooting and end-user support, applications security administration, and end-user training.

Representative Duties:

- Responsible for the design, development, and support of application software and takes a lead role in software development with multiple programming languages.
- Provides follow-up maintenance and support for existing applications in use within the Court system.
- Ability to design and write advanced applications for the court with little to no supervision while following IT security requirements and best practices.
- Maintains and develops Perl and shell scripts with embedded SQL.
- Installs new or revised releases of national software.
- Confers with technical staff and end-users to design and program software applications, including exchanging information on project limitations and capabilities, performance

requirements, and interfaces. Consults with customers about software system design, enhancement, and maintenance. Provides end-user support for applications supported. Serves as a liaison between peers and end-users.

- Writes code to specifications, documents work, develops custom reports, and performs routine testing.
- Reviews, evaluates, and makes recommendations on the court's technology security programs, including automation, telecommunications, and other technology utilized by the court. Promotes and supports security services available within the court.
- Provides technical advisory services to securely design, implement, maintain, or modify information technology systems and networks that are critical to the operation of the court. Performs research to identify potential vulnerabilities in, and threats to, existing and proposed technologies and notifies the appropriate managers/personnel of the risk potential.
- Serves as an information security resource to the court unit regarding federal and judiciary information security regulations and procedures.
- Develops and maintains local court unit security policies and guidance, the remediation of identified risks, and the implementation of security measures.
- Establishes mechanisms to promote awareness and adoption of security best practices.
- Plans, coordinates, implements, and tests network security measures in order to protect data, software, and hardware.
- Designs, configures, and implements computer hardware and operating system software. Develops standard guidelines to guide the use and acquisition of software and to protect vulnerable information.
- Responds to help desk calls and e-mails, logs computer problems, and assist with complex and routine problems. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts and providing end-user training.
- Creates and runs reports. 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.
- Troubleshoots hardware and software problems. Performs basic and complex system support for telephone systems. Creates local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provides day-to-day systems backups and verifies the validity of data. Provides cabling support.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitors day-to-day operations of the equipment and systems. Recommends hardware, equipment, and software updates.
- Travels periodically to divisional offices and may travel outside the district for training.
- Additional duties as assigned.

Qualifications/Standards: A bachelor's degree in computer science or related field from an accredited college or university is preferred.

To qualify for this position at the CL 27 level, the applicant must have two years of specialized experience, or a bachelor's degree from an accredited college or university with superior academic achievement.

To qualify for this position at the CL 28 level, the applicant must have two years of specialized experience, or education at the master's degree level or two years of graduate study may be substituted for the required specialized experience if obtained in a field closely related to the subject-matter of this position.

To qualify at the CL 29 level, the applicant must have two years of specialized experience.

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

Preferred Qualifications:

- Preference will be given to those applicants who possess progressively responsible technical experience related to web-based applications development and the administration of supporting database software, operating systems, and server platforms.
- Knowledge and experience in web development environments/languages including Perl, ColdFusion, SQL, HTML, CSS, JavaScript, MS SharePoint, and Drupal are highly preferred.
- System administration experience with the Red Hat Linux and Windows Server (2019 and above) operating systems is desirable.
- DBA experience with database products, including Informix Dynamic Server, Microsoft SQL Server, and MySQL, along with off-the-shelf reporting tools such as Crystal Reports is also preferred.
- Preference will also be given to candidates whose work experience provides evidence of strong customer service skills, the ability to handle multiple priorities in a fast-paced environment, and the ability to follow an assigned project through to completion.

Conditions of Employment:

Applicants must be U.S. citizens or eligible to work in the United States. As a condition of employment, the selected candidate is required to undergo a full background investigation, including criminal history, credit history, and FBI fingerprinting. The appointment will be provisional, contingent upon the favorable results of the FBI background investigation. The selected candidate will be subject to updated background investigations every five years.

The United States Bankruptcy Court is a part of the federal judiciary, so employees must comply with the Judicial Code of Conduct, which is available upon request.

Court employees are not civil service and are considered to be "at will." Federal Civil Service classifications or regulations do not apply. However, court employees are entitled to the same benefits as other federal government employees, depending on the appointment type. This position is subject to mandatory electronic funds transfer (direct deposit) of net pay.

All information provided by applicants is subject to verification. 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.

Benefits:

The U.S. Bankruptcy Court offers a generous benefits package. Benefits include annual and sick leave, paid holidays, health, dental, vision, life insurance, long-term care insurance, flexible spending plans, retirement, and immediate matching Thrift Savings Plan.

Application Procedures and Information:

To be considered for this position, applicants are required to submit the complete application packet in a portable document file (PDF) format.

1) Cover letter, summarizing your qualifications, skills, and abilities relevant to this position;

2) Current resume;

3) Names and contact information of three (3) professional references; and,

4) Form AO-78-Application for Judicial Branch Employment available at

www.lawb.uscourts.gov/employment

Applications will not be considered complete until all items listed above have been received by Human Resources. Submit the completed application package in **pdf format** via email with the subject line “**HR Confidential**” 2024-04 to lawbhr@lawb.uscourts.gov.

Only candidates selected for an interview will be contacted. Candidates selected for interviews must travel at their own expense. The court reserves the right to modify the conditions of this job announcement.

The United States Bankruptcy Court is an Equal Opportunity Employer