

United States Bankruptcy Court Northern District of Ohio



Vacancy Announcement #22-04

Position: Automation Specialist

Locations: Cleveland and Canton, Ohio

Salary/Grade: CL 27 (\$55,269 -\$89,826)

Position Type: Full-Time, Permanent

Opening Date: May 26, 2022

Closing Date: June 24, 2022

The United States Bankruptcy Court for the Northern District of Ohio is accepting applications for the position of Automation Specialist in its Cleveland and Canton locations. The court serves the 40 northernmost counties in the State of Ohio and is headquartered in Cleveland with court locations in Akron, Canton, Toledo, and Youngstown. One full-time, permanent position will report to the Deputy Clerk in Charge in Cleveland, and the position in Canton will report to the Deputy Clerk in Charge in Canton. The incumbents will serve as the local IT support; manage and troubleshoot end-user hardware and software; follow and adhere to districtwide information technology security policies and procedures; and coordinate with the IT Department regarding technical issues impacting the court. Salary is commensurate with experience. Occasional travel is required.

Representative Duties:

- Install or assist with the installation of new or revised software releases.
- Provide hardware and software support for office equipment, desktop and laptop computers, printers, multi-function copiers, audio recording equipment, network fax services, IP telephones and court-issued portable electronic devices.
- Respond to local IT technical requests as assigned by the IT Department.
- Test new software and hardware, work with IT to troubleshoot problems and deploy end-user systems.
- Coordinate teleconference and video conference logistics for equipment, such as document cameras, recording systems, and video distributions.
- Maintain inventory of local IT equipment and ensure that property passes are issued, as required.
- Configure hardware to meet users' ergonomic needs.
- Provide on-site training in hardware and software applications.
- Perform data entry for the Case Management/Electronic Case Filing system.
- Ensure end-users and automation equipment adhere to the court's IT security policies and procedures.
- Prepare reports for management team and judicial staff, as needed.
- Coordinate and monitor services provided by vendors and technicians.
- Maintain adequate automation supplies.

- Must have the ability to perform duties in an office setting and remotely, as needed.
- Assist with administrative clerk's office duties and other duties, as assigned.

Qualifications:

- Excellent written, oral, and interpersonal skills required, with an exceptional ability to communicate technical concepts to court staff.
- Excellent customer service and organizational skills.
- Accuracy and attention to detail.
- Ability to problem-solve under pressure, multitask, prioritize, and meet deadlines.

Specialized Experience:

- A minimum of two years of experience supporting PC Windows 10 operating systems.
- A minimum of two years of experience supporting desktops, laptops, PC peripherals, tablets, and smartphones.
- Demonstrated proficiency supporting office productivity tools, such as MS Office 365 tools and Adobe Acrobat.
- Experience supporting wireless technology.

Preferred Qualifications:

Bachelor's degree in Computer Science or a related field from an accredited college or university and A+ or CompTIA certifications. Experience with Cisco IP phones. Experience supporting Virtual Private Network (VPN) clients.

Conditions of Employment:

Employees of the United States Courts are not included in the government's Civil Service classification and are considered "at will" employees.

Applicants must be United States citizens or lawful permanent residents actively seeking citizenship. As a condition of employment, the selected candidate must successfully complete an Office of Personnel Management background investigation (including FBI National Criminal History Fingerprint check) and reference check. Employment will be considered provisional, pending a favorable suitability determination based on the results of the background investigation.

Court employees are required to use Electronic Funds Transfer for payroll direct deposit.

Benefits:

The United States Bankruptcy Court offers a generous benefits package to full-time permanent employees. Some of these benefits are optional and require employee payment or co-payment. Available benefits include:

- 11 Paid Federal Holidays
- 13 Days Paid Vacation (per year for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- 13 Days Paid Sick Leave
- Medical, Dental, Vision Coverage
- Life Insurance

- Thrift Savings Plan with matching funds (Traditional and Roth 401k options)
- Participation in Federal Employees Retirement System (FERS-FRAE)
- Health, Dependent, Limited Purpose, & Commuter Reimbursement Programs
- Public Transit Subsidy Program
- Long-Term Care Insurance

Application Process:

To be considered, qualified applicants must apply online by visiting the Employment section of the Ohio Northern Bankruptcy Court website at:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=l4gsd9zw&pos=22-04>

A full application packet consisting of a letter of interest, detailed résumé, list of three professional references, and a completed AO-78 Application for Judicial Branch Federal Employment, must be received by 11:59 PM on the announcement closing date. All applicable sections of the AO-78 must be completed, and the form must be signed and dated. Please do not provide answers to Questions 18, 19, and 20 on the AO-78 since answers to those questions are not required for this position. Only applicants selected for an interview will be contacted. No telephone calls will be accepted.

Applicants selected for an interview must travel at their own expense.

The court provides reasonable accommodations to applicants with disabilities.

The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior notice.

The United States Bankruptcy Court is an Equal Opportunity Employer