



**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF PENNSYLVANIA**

**VACANCY ANNOUNCEMENT**

**POSTING DATE:** February 3, 2020  
**VACANCY NUMBER:** 20-08.01E  
**POSITION TITLE:** IT Support Specialist  
**LOCATION:** Philadelphia, Pennsylvania  
**SALARY RANGE:** CL 26 (\$50,655 - \$82,342)  
Salary commensurate with qualifications and experience  
**CLOSING DATE:** Open until filled

**POSITION OVERVIEW:**

The United States District Court for the Eastern District of Pennsylvania is currently accepting applications for an IT Support Specialist. This is a temporary position for one year and a day, which may convert to a possible permanent position with acceptable job performance. The IT Support Specialist performs work related to workstation and server administration, end-user support, system and application maintenance and troubleshooting, and computer security. The incumbent is responsible for recommending, planning, and installing new systems, products and applications. The IT Support Specialist reports to the Manager or Director of IT. This position is in the Clerk's Office of the U.S. District Court in Philadelphia.

**POSITION DUTIES AND RESPONSIBILITIES:**

- Recommend, install, configure and provide technical support for complex administrative- and operations-specific national applications, including developing new features. Maintain version applicability and local functionality of user applications.
- Determine and recommend computer software or hardware required to install new systems or applications or alter existing systems/applications. Diagnose hardware and custom off-the-shelf software problems and replace defective components or design software fixes.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Determine

hardware and/or software requirements and recommend changes to improve systems and configurations.

- Work with management to determine upgrade schedules and software standards for personal computers and other systems. Develop upgrade procedures and plan for future growth.
- Maintain, install, and update desktop computers, including new product evaluation and software compatibility analysis. Maintain automated management systems for imaging, software updates, and patch management.
- Assist with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving.
- Provide support for mobile computing devices and remote access. Provide cabling support. Troubleshoot and provide user assistance with audio/visual, cellular, and land-line communications and equipment.
- Other duties as assigned.

#### **JOB REQUIREMENTS:**

- Knowledge of the latest available information technology hardware and software programs and their design.
- Knowledge of theories, principles, practices, and usage of computer hardware and software.
- Knowledge of custom-off-the-shelf hardware and software programs.
- Knowledge of computer processes and capabilities, including an understanding of operating systems, servers, workstation products, and case management systems.
- Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems and security standards.
- Skill in performing both routine and complex hardware maintenance.
- Ability to implement, operate, and document information technology systems considering both hardware and software issues.
- Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop.
- Ability to perform software and hardware maintenance and system troubleshooting.
- Ability to meet established deadlines and commitments.
- Ability to follow court unit policies, procedures, and guidelines.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to interact and communicate effectively (orally and in writing) with individuals and groups to provide information, training, and customer service, resolving difficulties while complying with regulations, rules, and procedures.
- Ability to reach, bend, kneel, use a step-stool, and lift and move heavy boxes up to 40 lbs.

#### **QUALIFICATIONS:**

- Minimum educational requirement associate's degree from an accredited college or university in computer science or related field with two years of general experience.

A bachelor's degree or higher from an accredited college or university may be substituted for general experience.

- Highly desirable experience:
  - Windows 2012/2016/2019 server installation, setup, administration and troubleshooting;
  - Active Directory and Group Policy design, administration and troubleshooting;
  - Experience performing regular Windows Server maintenance to ensure the system is secure, healthy, and redundant; and
  - Solid proficiency with Windows PowerShell scripting for administration

#### **CONDITIONS OF EMPLOYMENT:**

Employees of the Court are excepted service appointments, considered “at-will,” and can be terminated with or without cause. All judiciary employees are required to adhere to the Judicial Code of Conduct. The final candidate will be subject to a background check, which includes fingerprinting. Applicants must be U.S. citizens.

#### **BENEFITS:**

Employees of the United States District Court are entitled to federal benefits including health insurance, vision and dental insurance, life insurance, long-term care insurance, flexible spending accounts, retirement benefits, participation in Thrift Savings Plan (similar to a 401K plan), paid federal holidays, and paid annual and sick leave.

#### **HOW TO APPLY:**

Applicants must submit the following **as a single pdf document**: (1) letter of interest; (2) current resume; (3) list of at least three references with current contact information; and (4) completed and signed “AO 78 Application for Federal Judicial Branch Employment” ([www.uscourts.gov](http://www.uscourts.gov)).

Completed applications in a single pdf should be forwarded to Human Resources at: [paedhumanresources@paed.uscourts.gov](mailto:paedhumanresources@paed.uscourts.gov) with the subject line, “**IT Support Specialist #20-08.01E (Your Name)**” and will not be considered complete unless all items have been received by Human Resources. Incomplete application packets will not be accepted for consideration.

Expenses associated with interviews or relocation will not be reimbursed. Due to the volume of applications anticipated, the court will only communicate with those applicants who will be interviewed. Do not contact the court to inquire about this position. Applicants scheduled for an interview should advise the Human Resources staff if any accommodation will be necessary.

**The Clerk's Office of the U.S. District Court for the Eastern District of Pennsylvania  
is an Equal Opportunity Employer**