U.S. DISTRICT COURT FOR THE DISTRICT OF ALASKA

SYSTEMS SUPPORT SPECIALIST (Full-Time Indefinite)

Salary Range: CL26 Vacancy #09-01 - Open until filled.

$36,071 to $45,095 DOE, plus 23% cola Posted: January 5, 2009

POSITION OVERVIEW

The Systems Support Specialist with the U.S. District Court in Anchorage, Alaska is part of the Information Technology team. The position is located in Anchorage, but the incumbent will travel to other divisional offices in Alaska to maintain the court's automation equipment. The Systems Support Specialist will provide technical and end-user support to judges, and court employees.

REPRESENTATIVE DUTIES

Job responsibilities include, but are not limited to:

1) Primary responder to the daily automation Help Desk tickets and provides direct assistance to the end users.

2) Acts as the technical expert in solving computer system issues; trouble-shoots and remedies hardware problems.

3) Deploys critical updates.

4) Acts as liaison with equipment vendors and other providers of automation support in concert with the Procurement Administrator.

5) Assists management in preparing automation expenditure plans for automation systems equipment, software, services, and upgrades; assist with budget forecasts, including short and long range planning.

6) Configures, installs, and deploys hardware equipment and software applications.

7) Provide back-up support to facilitate video conferencing and DEPS training.

8) Provides field support with automation upgrades in the divisional offices as needed.

9) Maintains the technology training room, keeps it functional and well maintained.

10) Tests and evaluates new releases of software products and how they interact with existing applications prior to purchase.

QUALIFICATIONS AND EXPERIENCE

A high school diploma or equivalent (GED) is required.

General Experience: Excellent verbal and written communication skills; ability to work independently and as a team member in a team environment; ability to multiple task and work well under pressure. Must have excellent customer service skills. The successful candidate must have a history of independently and continuously upgrading his/her technical skills and demonstrate the desire to stay current with new technology.

Specialized Experience: Broad knowledge of software, hardware, and operating systems is required. An associates degree or Bachelor's degree in Computer Science and/or job-related certifications are preferred. Technical experience with Microsoft 2000/2003 operating systems is required. Technical qualifications in Network+, MS Windows, Office, LAN/WAN design, MCP, Netware 6.5, TCP/IP and other related skills are strongly preferred.

INFORMATION FOR APPLICANTS:

The United States District Court is an Equal Opportunity Employer. The incumbent must be a United States citizen or eligible to work in the United States. All court employees are "at will" employees in the excepted service. This position is subject to mandatory Electronic Fund Transfer (EFT) or direct deposit for payment of net pay.

The court reserves the right to modify the conditions of this job announcement or to withdraw the announcement without prior notice. Expenses for interviews or relocation are not authorized for reimbursement. Due to the volume of applications received, the court will only communicate with those individuals who will be interviewed. Final candidates are subject to a background check as a condition of employment.

BENEFITS:

Employees are eligible for the following: 13 days annual leave (increases with service), 13 days sick leave, family medical leave, and at least 10 paid holidays per year; participation in the retirement system, including the government Thrift Savings Plan; optional participation in the Federal Health Insurance Program (with a wide choice of plans); participation in a pretax flexible spending accounts program; and voluntary participation in a life insurance program.

HOW TO APPLY:

Provide a (1) *Cover Letter of Interest* in full sentence format (1 - 2 pages) describing your knowledge, skills and abilities that best relate to this position; and (2) *Current Resume* [be sure to include both month and year for each date range of the work history]:

Mail to:

U.S. District Court
Clerk's Office [Attention: Marvel Hansbraugh]
222 W. 7th Ave., Box 4
Anchorage, AK 99513

(Or)
Fax to: (907) 677-6162

(Or)
Email to: Marvel_Hansbraugh@akd.uscourts.gov
Subject Line: Applicant