

**UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
EASTERN DISTRICT OF AKRNASAS**

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

JVA NO.: 2015-03

**2015 Salary Schedule Table 01:
CL 27: \$46,835 to \$76,152**

Position Overview:

The U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas is seeking applications for an Information Technology Support Specialist. The IT Support Specialist is the lead support technician for the court unit staff on computer and information systems technology. This position works with local and national systems and may assist with or develop customized systems for the court unit. The IT Support Specialist will provide user and network support, training, and other technical assistance as requested.

The IT Support Specialist is a position that requires a high degree of integrity because of access to and data management of confidential client and employee files. The incumbent must protect the integrity of all confidential court information. In-state and some out-of-state travel is required. The incumbent is expected to lift a maximum of forty (40) pounds with or without assistance. Occasional non-conventional work hours are essential to support the court unit. This position will be assigned to the Little Rock office.

Opening Date: Friday, October 23, 2015

Extended Closing Date: Monday, November 23, 2015

*Preference will be given to applications submitted by the extended closing date of Monday, November 23, 2015. This position is opened until filled.

Position Location: There are three offices within the Eastern District of Arkansas: Pine Bluff, Jonesboro, and Little Rock. This position is for the Little Rock office.

Education and Experience Requirements:

A minimum of a high school diploma or equivalent and two years specialized experience. Candidate must have a minimum of two years of specialized experience relating to personal computer (PC) maintenance and repair, technical troubleshooting, and resolution of technical issues. The candidate must demonstrate a knowledge of PCs, Windows OS installation, maintenance and upgrades.

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General Experience: Progressively responsible work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Specialized Experience: Progressively responsible information technology experience that is in, or closely related to, the work of the position, and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the ability to provide user and network support.

Educational Substitutions: Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Education may not be substituted for specialized experience because information technology positions require hands-on experience to be credited as specialized experience.

CL-27: Two years of specialized experience, including at least one year equivalent to work at a CL-26.

The incumbent is expected to lift a maximum of forty (40) pounds with or without assistance. The physical ability to move and set up IT equipment (not limited to printers, laptops and video- conferencing equipment) is expected.

Starting salaries depend on education and experience. At the discretion of the Chief U.S. Probation Officer, and based on experience and performance, promotional potential is possible within these ranges without further competition.

Preferred Skills and Qualifications:

- Completion of an associate's and/or bachelor's degree from an accredited university.
- Knowledge or certification in the following: Microsoft Certified Technology Specialist (MCTS), Microsoft Certified IT Professional (MCITP), Microsoft Certified Systems Administrator (MCSA), Windows 8.1/Server 2008, Lotus Notes, Microsoft Suites, Microsoft SharePoint, Microsoft SQL, and Adobe Acrobat and LiveCycle.
- Leadership skills, good analytical skills, good judgment, good organization skills, and a high degree of integrity is critical to be successful in this job.
- Knowledge of the federal court system.

**UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
EASTERN DISTRICT OF ARKANSAS**

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Desirable Characteristics:

Successful candidates must be able to maintain a professional demeanor, work harmoniously with others, and be responsive, courteous, and polite. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to balance the demands of varying workload responsibilities and deadlines.

Our organization is looking for happy (positive outlook and want to serve others), helpful (fully involved self-starter who utilizes skills independently and interdependently), curious (embraces learning to be an expert in our changing field), accountable (not about deadlines as much as about clear expectations designed to produce results), and to be good to great at what you do.

Background Check:

As an employee of the U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas, new hires are required to undergo a federal background investigation, which includes a Federal Bureau of Investigation fingerprint check, credit check, and National Crime Information Center (NCIC) record check. Assistant Systems Manager is considered a "high-sensitive" position, which also includes a complete investigation conducted by the Office of Personnel Management (OPM).

Disclosure Information:

All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials or the inability to meet the following conditions may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Please disclose the name(s) of a relative(s) or a close associate(s), who has been or who is currently a defendant or an offender in the federal, state, or local probation or parole system. Explain his/her relationship to you. Please disclose any circumstance, situation, or information in your background that may be relevant to the consideration process, including, but not limited to, criminal history and financial history. The disclosed information will not automatically preclude you from employment with the U.S. Probation and Pretrial Services Office. This information will, however, be considered by the Court Unit Executive to determine your suitability for the position.

If you are unsure about what should be disclosed, if anything, submit the information to G. Edward Towe to be evaluated. Please provide specific details including dates. Submit this confidential information directly to G. Edward Towe, Chief United States Probation and Pretrial Services Office, 600 W. Capitol Street, Suite A226, Little Rock,

**UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
EASTERN DISTRICT OF ARKANSAS**

INFORMATION TECHNOLOGY SUPPORT SPECIALIST

JVA NO.: 2015-03

Arkansas 72201. **Do not** include your confidential letter with your application documents. Please write 'CONFIDENTIAL' on the envelope and on the letter. It is your responsibility to fully disclose all information that may affect your appointment, if you are recommended for the position.

Benefits:

The Assistant Systems Manager candidate must be a United States citizen or eligible to work in the United States. All employees are required to use Electronic Fund Transfer (EFT) for payroll deposit. The U.S. Probation and Pretrial Services Office offers a competitive salary and an excellent fringe benefit package. Benefits information is available under the "careers" tab on the top of the screen at <http://www.uscourts.gov>.

Application Procedures:

Applicants must submit the following:

- The October 2009 Judicial Branch Federal Employment (AO-78) application form
- Detailed Resume

Access and download the complete position description, the employment application, and this job vacancy announcement by visiting the careers page at <http://www.arep.uscourts.gov>. Electronically transmit your application documents to arepdb_humanresources@arep.uscourts.gov.

You may also forward a hardcopy of your application documents by postal mail to the address that is provided below.

Margaret Hoskyn, Administrative Assistant
U.S. Probation and Pretrial Services Office
600 West Capitol Avenue, Suite A226
Little Rock, Arkansas 72201

Application documents must be received no later than 5:00 p.m. Monday, November 23, 2015. Facsimiles will not be accepted.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement or to fill the position earlier than the closing date, any of which actions may occur without prior written notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief Probation Officer may elect to select from the original qualified applicant pool.

An Equal Employment Opportunity Employer

Job Title	Information Technology Support Specialist	CL-27
Occupational Group*	Administrative Court Support (Information Technology)	

Job Summary

The Information Technology Support Specialist is the lead support technician for the court unit staff on computer and information systems technology. This position works with local and national systems and may assist with or develop customized systems for the court unit. The Information Technology Support Specialist will provide user and network support, training, and other technical assistance as requested.

The Information Technology Support Specialist is a position that requires a high degree of integrity because of access to and data management of confidential client and employee files. The incumbent must protect the integrity of all confidential court information. This position will be assigned to the Little Rock office.

Job Duties and Responsibilities

- Answer and respond to various IT support requests regarding desktop equipment, network and software problems and user application questions.
- Operate and support audio/visual and video-conferencing systems as needed.
- Plan, organize and perform hardware and software system configuration, upgrades and maintenance on any IT related equipment (not limited to servers, laptops, PCs, printers, scanners, phones, cell phones, and other remote connecting devices) throughout the court unit (Probation and Pretrial services).
- Install operating systems and application software as needed on IT hardware and customize software or configurations as needed to meet specific needs.
- Set up and diagnose issues with network connectivity including all levels of operability according to the OSI model.
- Manage a windows-based server environment including but not limited to Active Directory, DNS, IIS, etc.
- Update department asset inventory system with changes and asset moves between locations.
- Diagnose problems with hard/software and performs maintenance or upgrades to remedy the problems.
- Receive, test, and install new and updated software releases of both standard and customized office IT products and court developed systems.
- Interact with other court unit personnel and outside automation and technology specialists to remain knowledgeable of technological developments, techniques, improvements, and user programs.
- Advise Systems Manager of court unit needs or products that may be useful to our court unit.
- Serve as a back-up to Systems Manager and performs other IT related functions as assigned.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Information Technology and Automation

- Skill in the use of automated equipment including word processing applications, spreadsheet applications, database applications, electronic monitoring, and other types of monitoring software. Ability to utilize computer software and automated systems to perform record checks, record urinalysis results, compile criminal history information and similar activities. Skill in interpreting and analyzing data from a variety of investigative databases.

Job Title	Information Technology Support Specialist	CL-27
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- Working knowledge of functions, processes and methods of the court unit in order to be able to advise on how to develop systems to automate tasks and projects. Progressively responsible technical experience related to hardware and software analysis, installation configuration and maintenance including but not limited to: Windows XP, Seven, 8.1, Server 2008, Unix-based systems, Microsoft Office, WordPerfect, Lotus Notes, and Adobe products.
 - Knowledge of SQL or another query language. Demonstrated experience in a LAN/WAN environment to include knowledge of system security standards. Demonstrated experience with LAN/WAN peripheral devices such as cabling (switches, routers, etc.) and managing DHCP and DNS, as well as VOIP telephone sets and mobile communication devices. The ability to keep up with current trends and devices.
 - Solid foundation in word processing software and the ability to adapt documents to meet the needs of the court unit. Ability to assist non-automation personnel in automation techniques and processes, assessing their needs and planning and/or developing methods to meet those needs. Thorough knowledge of available technologies and the ability to keep up with current trends and devices.
 - Ability to assist non-automation personnel in automation techniques and processes, assessing their needs and planning and/or developing methods to meet those needs.
- Judgment and Ethics**
- Knowledge of, and compliance with, the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.
- Written and Oral Communication/Interaction**
- Ability to interact and to effectively communicate orally and in writing with people of diverse backgrounds, including judicial officers, law enforcement, technicians, vendors, and collateral agency personnel at different government levels, community service providers, and others for the purpose of supervision and investigation.

Factor 2 – Primary Job Focus and Scope

The local or national based automation related information and analysis that the incumbent provides supports the infrastructure for basic electronic record/reference systems which support the court mission. These systems impact directly on most employees' work and keeps the work moving through the court unit. System failure/shut down for an extended period would cause major disruption of the court unit's mission. Incumbent's actions, judgment and execution keep the systems operating with a minimum of disruption.

Factor 3 – Complexity and Decision Making

The work consists of different tasks, studies or evaluations characterized by the need for significant departure for established practice. Incumbent analyzes and implements in depth and complex solutions to integrated network management requirements. Technical difficulty is exceptional involving integration of diverse systems and multiple network operating systems with multiple client/server applications and requirements into a single reliable, high speed network environment. The work requires highly specialized and unique solutions to everyday problems.

The level of knowledge required to research, develop, test, implement and support network based automation, as well as diagnose non-routine network problems, is vast. Much of the knowledge and effort is without precedent in the court. There is a wide variety of hardware and software, as

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well as networking solutions and topology. These are often integrated to perform functions over and above those for which originally installed. Developing and supporting automated solutions for the court processes is quite difficult.

The incumbent requires some supervision in most areas. Scheduling and completion of work in a timely manner is expected. The incumbent has the discretion to research new technologies, design/develop programs, implement changes, and to evaluate hardware and software programs.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other court unit staff, judicial officers, and peers in the field of specialization, and information technology staff of other court units for the purpose of designing, modifying, and adapting software and hardware configurations.

Developing and supporting automated solutions for the court processes is quite difficult in that the court operations require highly specialized and unique solutions to everyday problems.

Factor 4B – Interactions with External Contacts

The primary external contacts are end users and vendors for the purpose of developing, designing, and modifying application programs.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting and in the community and may be subject to variable hours, including nights and weekends. The Information Technology Support Specialist may be required to lift and move moderately heavy items (maximum of forty (40) pounds with, or without assistance), such as computer equipment. In-state and some out-of-state travel is required.

*Occupational Group:

Operational Court Support Positions = **O**
 Administrative Court Support Positions = **A**
 Professional Administrative Positions = **PA**
 Professional Line Positions = **PL**