



## UNITED STATES DISTRICT COURT DISTRICT OF MARYLAND

**Individuals who previously applied for the Information Technology Technician I position will also be considered for this position and need not re-apply**

**POSITION:** Automation Support Specialist

**SALARY:** CL 25 (\$41,712 -- \$52,146)

Two years of general experience or college degree

PLUS two years of specialized experience required \*\*

**OPENING DATE:** October 29, 2014

**CLOSING DATE:** November 10, 2014 \*

**DUTY STATION:** Baltimore, Maryland (periodic travel to divisional offices as needed)

The Clerk of the United States District Court for the District of Maryland is seeking qualified applicants for the full-time position of Automation Support Specialist. The incumbent will perform professional work related to designing, modifying and adapting existing software. The incumbent will also provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs and routine troubleshooting.

### **Duties include, but are not limited, to the following:**

- Assist with coding, testing, debugging, implementing, and documenting of locally developed programs.
- Assists in the modification, implementation, documentation of Commercial Off the Shelf (COTS) software and/or judiciary developed programs to satisfy local court needs.
- Answers help desk telephone and records calls for service; performs routine troubleshooting to correct customer's problem and follows up until solution is found. Responds to inquiries concerning systems operations and diagnoses system hardware, software and operator problems.
- Recommends or performs minor remedial actions to correct software, hardware, equipment or system problems on desktops, laptops, tablets and smart phones. Refers major problems to appropriate IT staff for resolution.
- Instructs users in use of equipment, software and manuals. Provides information and assistance to user on applications such as word processing and data entry.
- Assists with support of network systems, electronic mail systems and communication devices.
- Tests, and installs hardware components such as monitors, keyboard, printers and scanners, as well as new client software applications.
- Tests and loads specified software packages such as operating systems, word processing or spreadsheet programs; verifies that the system or program is operating correctly.
- Prepares and maintains documentation, standard operating procedures and checklists for end users and other technicians.

### **Qualifications and Requirements:**

- High school graduation or equivalent and two years of general experience. Education above high school may be substituted for the general experience on the basis of one academic year being equal to one year of general experience.
- Two years of specialized experience. This is progressively responsible work that is closely related to the work of the position and which has demonstrated the particular knowledge, skills and abilities to successfully perform the duties of this position. This experience can include unpaid internships as well as paid positions.
- Proficient in Microsoft Office products. Advanced knowledge of Windows 7 and A+ certification is preferred.
- Experience in the following areas preferred: T-SQL, .NET technologies, scripting languages, ASP, HTML, XML, web services, Microsoft Reporting Services, Microsoft SQL Server, ODBC, Crystal Reports.
- Critical thinking, attention to detail, analytical skills and strong communication skills are required.
- Excellent organizational skills with the ability to multi-task, prioritize tasks, follow through and meet deadlines.
- Ability to communicate technical information effectively both orally and in writing to end users.

**How to apply:**

Submit resume and a cover letter stating the reason for your interest in the position as a single PDF document to: [jobs@mdd.uscourts.gov](mailto:jobs@mdd.uscourts.gov)

**\*To ensure consideration, packets must be received no later than 5:00 p.m. on November 10, 2014.**

- Due to the volume of applications received, the court will only communicate with those individuals invited for an interview.
- Applicants must be U.S. citizens or eligible to work in the United States. Successful candidate for this position is subject to a full fingerprint and background records check and mandatory electronic direct deposit of salary payment. Positions in the United States Courts are excepted appointments, are not under the Civil Service System, and are considered “at will” employees.
- The United States District Court is an Equal Opportunity Employer. All applications will be reviewed to identify the best qualified candidates.
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/o to commence interviews immediately, any of which actions may occur without prior written or other notice.
- Applications submitted for this position may be considered for similar positions that may occur within 90 days from date position is filled.

\*\* General experience is progressively responsible experience that provides evidence that the applicant has: (1) a good understanding of the methods and administrative machinery for accomplishing the work of an organization; (2) the ability to analyze problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, orally and in writing; and (4) the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

\*\* Specialized experience is progressively responsible experience in the functional areas of information technology.