



UNITED STATES DISTRICT COURT  
District of New Mexico

Honorable M. Christina Armijo, Chief Judge  
Matthew J. Dykman, Clerk of Court

Office of the Clerk

333 Lomas Blvd. NW, Suite 270, Albuquerque, NM 87102

Telephone: 505-348-2000

## NOTICE OF JOB OPPORTUNITY

Vacancy Announcement #: 17-ABQ/IS-1

<b>ANNOUNCEMENT DATE:</b>	March 21, 2017
<b>CLOSING DATE:</b>	April 4, 2017, or until filled
<b>POSITION:</b>	Information Services Specialist
<b>STARTING LEVEL/SALARY:</b>	CL 25/Step 1 to CL 27/Step 61 \$39,900 to \$78,474 <i>Depending on Qualifications, Target grade CL27</i>
<b>LOCATION:</b>	Albuquerque, New Mexico

### POSITION OVERVIEW

This position is located in the Albuquerque Clerk's Office and reports to the Information Services Support Supervisor. The incumbent performs work installing, configuring, maintaining, troubleshooting, and upgrading the judiciary's computer systems including hardware, software, servers and network equipment. Responsibilities also include maintenance of on-site telecommunications systems and equipment. Strong problem-solving skills are required, and innovation and originality are beneficial. The incumbent has access to sensitive and confidential data and must demonstrate the highest level of integrity in all aspects of their position. Incumbent may be required to travel.

Qualified individuals with military or other federal service are encouraged to apply and will receive service credit for prior federal experience. Recent college graduates seeking a long-term growth career are also encouraged to apply.

### DUTIES AND RESPONSIBILITIES

- ◆ Respond to help desk calls and e-mails, log technical problems. Troubleshoot hardware and software problems and implement and document long-term solutions. Act as on-site technical expert to solve complex systems problems and provide information and assistance to users.
- ◆ Set up and administer Linux and Windows servers.

- ◆ Install or upgrade new or revised off-the-shelf and home grown desktop releases. Set up, configure, install and document hardware and software. Assist with maintenance of systems, networks and communication devices.
- ◆ Use technical knowledge to analyze the security risks of off-the-shelf products and applications and assist in maintaining automation security.
- ◆ Recommend hardware and software updates. Assist in the development and implementation of standard operating procedures for information technology.
- ◆ Execute projects, both independently and as a member of a team, from concept through testing and implementation.
- ◆ Other duties, as assigned, to include providing individual and group training, creating user support documentation, basic system support for telephone systems, assisting with testing of systems/equipment, and establishing requirements for the purchase of new automation systems and equipment.

### **MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS**

High school graduation or equivalent plus at least two years general experience and one year specialized experience (see experience and educational substitutions below). Specialized experience need not be consecutive and may include internships or externships.

#### **General Experience**

Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position.

#### **Specialized Experience**

Progressively responsible experience related to the technical aspects of data processing, office automation, data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involve systems analysis, design, implementation, integration and management.

### **EXPERIENCE & EDUCATIONAL SUBSTITUTIONS**

Excess specialized experience may be substituted for required general experience. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester hours or 45 quarter hours) equals nine months of experience. Education may not be substituted for specialized experience because court support positions require hands-on experience to be credited as specialized experience.

To qualify for a CL26, incumbent must have at least one year specialized experience equivalent to work at a CL25; to qualify for a CL27, two years of specialized experience, including one year equivalent to work at a CL26.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- ◆ Knowledge of Windows and Linux server setup and administration; hardware and software systems and configurations; operating systems, servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards.
- ◆ Knowledge of and skill in using and supporting court-supported applications.
- ◆ Knowledge of principles, practices and usage of information technologies, including their capabilities, limitations, and functional applications. Skill in determining causes of operating errors.
- ◆ Skill in performing routine hardware maintenance.
- ◆ Ability to apply the court's policies, procedures, practices, and guidelines related to information technology. Ability to learn court operations and department roles and responsibilities.
- ◆ Candidates should possess strong people skills, sound ethics, good judgment, tact, initiative, and strong communication skills, including ability to communicate technical information effectively (both orally and in writing) to end users.

## **COURT PREFERRED QUALIFICATIONS**

- ◆ A bachelor's degree from an accredited four-year college or university, preferably in Computer Science, Information Systems, or a related field.
- ◆ Knowledge of Linux, Windows, Microsoft Office products, Mozilla Firefox, and Lotus Notes.
- ◆ Knowledge of IP telephone systems, cell phones and smart phones.
- ◆ Knowledge of internal controls concerning procurement, inventory, and receipt of materials, including property management internal controls.
- ◆ Knowledge of project planning and execution.
- ◆ Knowledge of court policies, procedures, and guidelines.

## **CONDITIONS OF EMPLOYMENT**

- ◆ Employees must be United States Citizens or eligible to work in the United States.
- ◆ Employees of the United States District Court are Excepted Service appointments; Excepted Service appointments are “at will” and can be terminated with or without cause by the court. Furthermore, employees are required to adhere to a Code of Ethics and Conduct.
- ◆ This is a high-sensitive position. Selectees are subject to a background check or investigation and subsequent favorable suitability determination and are subject to updated background investigations every five years. An individual may be hired

provisionally pending successful completion of the necessary records checks.

- ◆ Travel expenses for an interview will not be reimbursed.
- ◆ The court provides reasonable accommodations to applicants with disabilities.
- ◆ This position is subject to EFT (direct deposit of salary earnings).

## **BENEFITS**

A generous benefits package is available to full-time excepted employees which may include

- ◆ A minimum of 10 paid holidays
- ◆ Paid annual leave based on length of service, starting with 13 days per year
- ◆ Paid sick leave in the amount of 1 hour for every 20 hours in pay status
- ◆ Optional participation in Federal Employees Health Benefits plans, including dental and vision insurance; Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance
- ◆ Retirement benefits (FERS), including participation in the Thrift Savings Plan (TSP)
- ◆ Credit for prior government service

## **APPLICATION INFORMATION**

Qualified applicants must **email a cover letter with three references, an \*AO-78 (*Federal Judicial Branch Application for Employment*) and résumé to [usdcjobs@nmcourt.fed.us](mailto:usdcjobs@nmcourt.fed.us).**

\* The AO-78 can be downloaded at <http://www.nmd.uscourts.gov/employment>.

PLEASE INCLUDE "INFORMATION SERVICES SPECIALIST" IN THE SUBJECT LINE

Applications **must** be submitted in **ONE PDF** document.

Applications must be received by the deadline. Illegible or incomplete applications may result in loss of consideration for the position. Zip files will not be accepted. Documents that cannot be downloaded by the court cannot be considered.

*Only qualified applicants will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The U.S. District Court reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may select a candidate from the original qualified applicant pool.*

**THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER**