



United States Bankruptcy Court Western District of Tennessee

Notice of Position Vacancy

Position Number: 24-02

Position Title: PC Systems Administrator

Position Type: This appointment is for one year and one day. This position may be converted to a permanent appointment at which time the position will qualify as a Career Ladder position with a promotional opportunity up to CL28 based upon qualifications and performance.

Starting Salary: CL-26 \$52,831-\$85,844

Closing Date: February 29, 2024

First Review Date: February 9, 2024

General Information

The United States Bankruptcy Court for the Western District of Tennessee is accepting applications for the position of PC Systems Administrator in Memphis, TN. The PC Systems Administrator serves under the direction of the Systems Manager. The incumbent 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.

Representative Duties

- 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, such as: MS Windows, MS Office, and Adobe Acrobat. Provide technical support and oversee maintenance of telephone systems, courtroom technology, and audio/visual systems, as required.
- 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 implement 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.
- 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.
- Maintain computer security resources on all workstations, including anti-virus and firewall systems. Assist with server security systems, as required.
- Maintain computer and printer inventory, and software licenses.
- Assist with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Perform system start-up and shut down procedures.
- Prepare written instructions for users and IT staff which are clear and effective. Train users to work with computer systems and programs. Prepare reports and memoranda regarding complex automation issues with a focus on the reader.

Minimum and Mandatory Qualifications:

- Applicants must be a high school graduate (or equivalent) and have experience in Information Technology.
- Applicant must have one-year of specialized experience, which is defined as progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to perform the position's duties successfully and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

- The incumbent should have a good knowledge of computer processes and hardware/software capabilities. Broad knowledge of the work processing software and other software applications used by the court. Knowledge of custom off-the-shelf hardware and software programs. Ability to implement, operate, and document information technology systems, considering both hardware and software. Skill in performing software and hardware installation, maintenance, and troubleshooting. Skill in training others in relevant hardware and software programs. Ability to respond to anti-virus and other security concerns on the desktop. The demands of the position also require an individual who is adaptable to varied responsibilities and skills:
 - Self-motivated;
 - Possess strong interpersonal skills;
 - Ability to work well in a team environment;
 - Ability to consistently demonstrate sound ethics and judgment;
 - Take on new duties with a positive and creative attitude;
 - A consistent past employment record;
 - Ability to think through, analyze, and interpret written communications;
 - Ability to multi-task and prioritize tasks and work assignments;
 - Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand;
 - Provide excellent customer service;
 - Ability to research and resolve difficulties while complying with regulations, rules, and procedures;
 - Demonstrated experience in information technology;
 - Strong organizational skills and attention to detail; and
 - A professional demeanor and appearance appropriate for a professional environment.

Preferred Qualifications:

- Comp TIA Network+ or Security+ and Microsoft Modern Desktop Administrator Associate certifications are preferred.

Information for Applicants

- Applicant must be a U.S. citizen or eligible to work in the United States.
- The Federal Financial Reform Act requires direct deposit of federal wages for court employees.
- All court employees are “at will” employees, and therefore the appointee may be removed from this position at any time.
- Some travel may be required to our division office in Jackson, TN and for training.
- The selected candidate for this position is subject to a background check as a condition of employment.
- Only the best qualified candidates will be considered/contacted for this position. Applicants selected for interviews must travel at their own expense. Relocation expenses will not be reimbursed. A videoconference may be possible for out-of-state applicants who are not able to travel.
- The Court reserves the right to modify the conditions within or to withdraw the job announcement.

Benefits

Federal benefits include paid vacation and sick leave, paid holidays, and retirement benefits. Optional benefits information can be found at <https://www.uscourts.gov/careers/benefits>.

Procedures for Applying

To be considered for this position, please submit the complete application packet as outlined.

- Cover letter and resume (include position number)
- Three professional references. The applicant consents to those references being contacted by the court.
- A complete AO78 Judicial Application for Employment: Link - <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

Documents must be submitted in PDF format only (single file) to: employment@tnwb.uscourts.gov.