

UNITED STATES BANKRUPTCY COURT
MIDDLE DISTRICT OF TENNESSEE

CAREER OPPORTUNITY

NETWORK ADMINISTRATOR I or II

Announcement Number: 2014-1

Position Location: Nashville, Tennessee

Classification Level: Dependent upon experience

CL 26 (\$42,199 - \$68,639)

CL 27 (\$46,365 - \$75,407)

Application Period: December 3 to December 22, 2014

Projected Start Date: January 19, 2015

**This position is for a one year and one day term with benefits
and the possibility of becoming a permanent position.**

Position Overview

The United States Bankruptcy Court for the Middle District of Tennessee is seeking applicants for the position of Network Administrator I or II. The Network Administrator I or II coordinates and oversees the judiciary's information technology networks and end-user support activities. The Network Administrator I or II performs network administration as well as help desk administration duties, including installing and configuring computer hardware and software programs, as well as second-level end-user support. The Network Administrator I or II performs troubleshooting and repairs for hardware and software systems. Their duties may also include collaborating with supervisors, managers, executives, and judges. The court operates in a multi-hardware and operating systems platform environment that includes Linux, Windows, VMware (vSphere and VDI), desktops, laptops, and servers.

Skills and Qualifications

Required Experience: Applicants must have at least 4+ years experience in Information Technology. The ideal candidate will possess a Bachelor's degree in an IT related field and at least 5+ years experience in Information Technology.

Information Technology and Automation

Knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design and data communications. Knowledge of capabilities, limitations, and functional applications of information technology. Knowledge of operating systems, servers, workstations, virtualization (server & VDI), and Voice over IP (VoIP) products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security

standards. Knowledge of flowcharting, form design, and control procedures. Ability to meet established deadlines and commitments.

Mastery of the latest available electronic technology and hardware/software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems in consideration of hardware and software. Skill in training court personnel in relevant hardware and software programs. Ability to build and maintain hardware images and incorporate anti-virus and other security concerns on the desktop. Knowledge of courtroom audio/video hardware and software.

Representative Duties

Coordinate and link computer systems within an organization to increase compatibility and share information. Determine computer software or hardware needed to set up or alter systems. Train users to work with computer systems and programs. Diagnose hardware and custom or off-the-shelf software problems, and replace defective components. Design, implement, maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Recommend changes to improve systems and configuration, as well as determine hardware or software requirements related to such changes. Maintain network security.

Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware. Monitor and optimize hardware, operating systems, and databases to improve system performance and reliability.

Develop and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.

Provide daily system backup and regularly monitor operations of the network equipment and systems. Recommend and install updates to ensure continued operation and act as the technical expert in solving network and related computer system problems. Install security, operating system patches, and database software upgrades. Provide file server maintenance and troubleshoot problems with network equipment.

Plan for disaster recovery operations and testing including network performance, security, anti-virus, intrusion, web usage/monitoring, design and acquisition of servers. Produce useful system documentation, and perform system startup and shutdown procedures.

Respond to help desk calls and emails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with providing end user training.

Install or assist in the installation of upgrades or new and revised off-the-shelf/desktop releases. Setup, configure, install, and document hardware and software.

Provide support and problem resolution to desktop, system, laptop, printer, mobile computing devices and remote access.

Provide cabling support. Perform inventory control duties.

Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform system support for telephone systems, such as additions, deletions, and moves. Analyze help desk logs. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.

Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.

Maintain courtroom audio/video recording equipment to provide an official record of hearings, dockets, and any other court proceedings that require an official record.

Benefits

The employees of the U.S. Bankruptcy Court serve under Excepted Appointments and are considered “at will” employees and are not subject to the employment regulations of competitive service. Judiciary employees are entitled to benefits such as paid vacation, paid holidays, sick leave, choice of health and dental plans, Federal Employees Retirement System, life insurance, flexible spending accounts, long term care options, and the Thrift Savings Plan (federal government’s 401k plan).

Conditions of Employment

All application information is subject to verification. Appointment to this position is provisional, contingent upon a background check. Retention depends on a favorable suitability determination after a full FBI background investigation. Background checks similarly to the initial check will be conducted every five years thereafter. All applicants must be U.S. citizens or be eligible to work in the United States. All appointments are subject to mandatory direct deposit of payroll checks.

How to Apply

Interested qualified applicants are asked to submit one PDF document that contains the cover letter, résumé, and a list of three professional references (with contact information) by sending an email to applications@tnmb.uscourts.gov, no later than December 22, 2014.

An Application for Judicial Branch Federal Employment (AO Form 78), and copies of college transcripts, and copies of recent performance evaluations (if available) will be requested of candidates invited to interview.

Unsuccessful applicants will be notified by mail. Interviews will be scheduled by phone. **Do not contact the court to inquire about the status of any application or the reason for rejection.**

The U.S. Bankruptcy Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to fill the position earlier than the closing date. Any such actions may occur without prior written notice. Participation in the interview process will be at the applicant's own expense.

An Equal Opportunity Employer