

UNITED STATES BANKRUPTCY COURT WESTERN DISTRICT OF MICHIGAN



1 Division Ave North

Room 200

Grand Rapids, MI

49503

## Information Technology Specialist

Vacancy Announcement: 2020-01

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<b>POSITION:</b>	<b>Information Technology Specialist</b>
<b>POSITION TYPE:</b>	<b>Full-Time Permanent</b>
<b>SALARY RANGE:</b>	<b>CL – 27 (\$51,208 - \$83,210)</b> <b>CL – 28 (\$61,360 - \$99,762)</b> Starting salary depends on qualifications and experience. This position has promotional potential to CL 28 without further competition.
<b>OPEN DATE:</b>	<b>May 20, 2020</b>
<b>CLOSING DATE:</b>	<b>June 19, 2020</b>
<b>AREA OF CONSIDERATION:</b>	<b>All Judiciary Employees and External Candidates</b>
<b>LOCATION:</b>	<b>Grand Rapids, Michigan</b>

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Join the United States Bankruptcy Court’s highly recognized team of energetic, career-minded professionals! The United States Bankruptcy Court for the Western District of Michigan is accepting applications for the full-time position of **Information Technology Specialist**. The Office of the Clerk offers an opportunity for self-motivated individuals with excellent interpersonal, automation, and analytical skills to launch or continue a career in public service. Our fast-paced environment consists of challenging and rewarding work, flexible schedules, teleworking, training opportunities, and the potential for advancement.

### INTRODUCTION

The Information Technology Specialist is a keystone position within the Information Technology Department of the Western District of Michigan Bankruptcy Court. This highly autonomous and integrated department reports directly to the Director of Information Technology.

This position is located in the Clerk's Office in Grand Rapids, Michigan. The Information Technology Department is responsible for the planning, development and management of the information technology systems and subsystems that support case flow, office automation, courtroom technology, special programs and administrative operations. The incumbent will serve as an Information Technology (IT) Specialist that works as a member of a team of professionals to support the mission of the court and the Administrative Office of the United States Courts. Like all members of the team, the successful candidate will serve in many varied roles acting as primary and secondary backup support in related areas.

This position is composed of two primary roles:

- Serving as frontline contact for inbound IT department support requests, taking ownership of tickets and working with staff to resolve reported issues, and coordinating local or remote subject matter experts to facilitate and document resolutions.
- Direct responsibility for the client-side operation including conception, implementation, deployment, support, security, and documentation of both VDI environments running Windows 10 and physical mobile nodes (including Windows and Apple laptops, iPads, & mobile smartphones) issued to facilitate staff connectivity. Management of client operations includes various activities and skills relating to both hardware and software and are facilitated via numerous tools including VMware Horizon View, User Experience Management (UEM), mobile device management (MDM), Windows Deployment Services (WDS), Microsoft Deployment Toolkit (MDT), and security related tools among many others.

## **REPRESENTATIVE DUTIES**

Duties include but are not limited to:

- Coordination of helpdesk tickets or calls, including hands-on management or tracking of diverse technical support tasks across local and remote locations, and maintaining our high satisfaction with timely resolution of technical problems.
- Evaluation, planning, testing, automated deployment, management, and ongoing support of Microsoft or Apple client operating systems across mobile hardware devices including laptops, tablets, and smartphones.
- Facilitating planning, architecture, testing, deployment, management, and ongoing support of virtual desktop (VDI) environments including all associated off the shelf or locally developed software and services such as those provided by Microsoft's Office 365.
- Facilitating end user client IT security compliance in accordance with local and national policy including reporting, patch management, change management, security assessment, and remediations.
- Realtime support of court or conference room audio equipment, video conference solutions, and associated processes.
- Maintaining up to date change logs and documenting processes or policy.

- Performing other duties including research, special projects, deliver classroom or ad hoc end-user training or knowledge transfer where applicable while backing up other members of the IT team across server, application, or courtroom technology functions.
- Travel as required or directed.

A successful candidate would:

- Possess excellent interpersonal skills, the ability to work collaboratively in a cohesive team environment and with third party vendors or contractors.
- Enjoy being highly self-directed while communicating effectively not only with other members of the local IT team but with attorneys, other federal court units or agencies, and staff.
- Be well versed in troubleshooting technical problems for root cause analysis, particularly for physical and virtual Windows client environments, both within current deployments and while architecting new ones.
- Maintain professionalism and positive attitude under pressure
- Be forward thinking and proactive in researching or recommending solutions across our IT operation - Particularly in anticipation of future requirements, policy, events, or problems.
- Have additional background or skill sets in relevant infrastructure including Windows Server domain services, Active Directory, Hyper-V, VMware solutions, cloud services as part of Microsoft Office 365 (including SharePoint, Teams, Outlook, & OneDrive), VPN, advanced audio/video conferencing solutions from Polycom or Cisco, and IT security disciplines or best practices.

## **REQUIRED QUALIFICATIONS**

**To qualify for CL-27**, the candidate must possess a minimum of two years of specialized experience.

**To qualify for CL-28**, the candidate must possess a minimum of five years of specialized experience.

Experience qualifies as specialized if the incumbent has served as a primary or secondary technical administrator with demonstrated experience or holds relevant certifications or related education in Microsoft, Cisco, or other security disciplines.

Preference will be given to those candidates that possess a Bachelor's degree from an accredited college. Transcripts must be provided.

## **HOW TO APPLY**

All qualified applicants should submit an application (AO 078 Application Form), current resume, and letter of interest specifically addressing and describing relevant professional experience as it relates to the required and preferred qualifications listed in this vacancy announcement. The letter of interest should be no more than two pages typed.

Go to [www.miwb.uscourts.gov](http://www.miwb.uscourts.gov) to complete a fillable application.

All application material must be submitted by email to: [carol\\_tiihonen@miwb.uscourts.gov](mailto:carol_tiihonen@miwb.uscourts.gov). Please note vacancy announcement 2020-01 in the subject line of the email. Attachments should be submitted as Word or Adobe Acrobat (PDF) documents. Other formats are not acceptable. Incomplete applications and applications received after the closing date may not be considered.

## **BENEFITS**

Telework, compressed, and alternative work schedules are available following completion of training and with management approval.

Federal benefits include paid vacation and sick leave, 10 paid holidays, retirement benefits, and a 401(k) styled program called the Thrift Savings Plan (TSP), with a government match of up to 5%. Optional benefits include health and life insurance, disability and long-term care insurance, dental and vision insurance, a Flexible Benefits Program which includes medical and dependent care reimbursement, and parking discount (depending on budget). Federal Occupational Health (FOH)/Employee Assistance Programs (EAP).

## **CONDITIONS OF EMPLOYMENT**

This position is in an office environment, though continuous standing, lifting, bending, and moving heavy materials weighing up to 50 pounds may be required.

The selected candidate will be subject to an FBI fingerprint check as a condition of employment and may be subject to periodic updates. Initial appointment to this position is provisional pending the successful completion of the required background check.

## **APPLICANT INFORMATION**

- The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Court may elect to select a candidate from the applicants who responded to the original announcement without posting the position.
- 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.
- Participation in the interview process will be at the applicants own expense and relocation expenses may not be provided.
- All promotions are subject to the approval of the Administrative Office of the U.S. Courts.
- The position is subject to the mandatory electronic fund transfer (EFT) participation for payment of net pay (i.e. Direct Deposit).
- The Court requires employees to adhere to a code of ethics and conduct as well as specific employee policies and performance expectations:

[http://www.uscourts.gov/rulespolicies/judiciary-policies/code-conduct/code-conduct-judicial-employees.](http://www.uscourts.gov/rulespolicies/judiciary-policies/code-conduct/code-conduct-judicial-employees)

- Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). In most cases, this means that an offer of employment cannot be made unless the candidate is a lawful permanent resident who is seeking U.S. citizenship as explained below. Under 8 U.S.C. §1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

**THE UNITED STATES BANKRUPTCY COURT FOR THE WESTERN DISTRICT OF  
MICHIGAN IS AN EQUAL OPPORTUNITY EMPLOYER**