

**UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF MISSOURI**



VACANCY ANNOUNCEMENT

Position: Computer Support Technician
Salary Range: CL 26 \$43,192 - \$70,189 (Based upon qualifications)
With promotional potential to CL 27 (\$47,448 - \$77,124)
Opening Date: December 2, 2016
Closing Date: December 23, 2016

Position Overview: This position is located in the Bankruptcy Court's Clerk's Office in St. Louis, Missouri. The Computer Support Technician configures, installs, and monitors the Court's computer systems. The incumbent is a member of the Information Technology staff and reports to the Information Services Manager.

Representative Duties and Responsibilities: The Computer Support Technician performs duties and responsibilities which include, but are not limited to, the following:

- Determines computer software or hardware needed to set up or alter systems. Diagnoses hardware and custom off-the-shelf software problems and replaces defective components.
- Maintains and assists in the administration of computer networks and related computing environments, including computer hardware, systems software, and all configurations.
- Recommends changes to improve systems and configuration, as well as determines hardware or software requirements related to such changes. Maintains network security and hardware inventory.
- Plans for disaster recovery operations and testing including network performance, security, anti-virus, intrusion, web usage/monitoring, design and acquisition of servers.
- Produces useful system documentation and performs system startup and shutdown procedures. Performs data backups.
- Performs testing of locally developed computer programs to ensure the application meets stated requirements. Creates comprehensive approaches to testing applications.
- Serves as an alternate for supporting Courtroom technology and data backups.
- Provides support to the CM/ECF program. Trains external and internal users to work with the CM/ECF program.
- Coordinates with internal and external agencies to provide required connectivity.
- Assists in the development of statistical reports that extract and compile information from existing case management databases.

Qualifications and Educational Requirements: Candidate must have a high school diploma or equivalent and at least one year of specialized experience. Bachelor's degree in an IT related field is preferred. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

The successful candidate must: have a knowledge of theories, principles, practices and usage of computer hardware and software; have a knowledge of office database design and data communications; have a knowledge of capabilities, limitations, and functional applications of information technology; be proficient in

installing, supporting, and troubleshooting windows operating systems including versions 7, 8 and 10; have a knowledge of servers and workstation products, Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards; have the ability to create a variety of reports utilizing state of the art software and database management; have the ability to analyze problems; gather pertinent data, and recognize solutions; and have the ability to work independently.

Employee Benefits: The U. S. Bankruptcy Court offers excellent opportunities for training and career development. Court employees are covered by the Court Personnel System (CPS). Leave accrual, health benefits, life insurance benefits and retirement benefits are comparable to civil service. This position is subject to mandatory electronic fund transfer participation for payment of net pay. All employees are required to adhere to a code of conduct and the court's policies and procedures. This Court is an equal opportunity employer.

How to Apply: Submit a completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>), a detailed resume and cover letter to:

Confidential 16-09
Keysha Shortridge, Administrative Support Specialist
U. S. Bankruptcy Court - Eastern District of Missouri
111 S. Tenth St., 4th Floor
St. Louis, Missouri 63102

Or e-mail to: hr@moeb.uscourts.gov