



## UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF TENNESSEE

### CAREER OPPORTUNITY

POSITION TITLE: Network Administrator

ANNOUNCEMENT NO.: 2016-003

APPLICATION PERIOD: 9/6/016 - 9/30/2016

LOCATION: Knoxville, TN

CLASSIFICATION LEVEL: CL 27 or CL 28  
(Promotion Potential to CL28 if appointed at CL27)

STARTING SALARY RANGE: CL 27 \$47,390 - \$77,030    CL 28 \$56,797 - \$92,336  
depending upon experience and preferred skills

#### Position Overview

The Clerk's Office for the United States Bankruptcy Court for the Eastern District of Tennessee consists of offices located in Knoxville, Chattanooga and Greeneville. This position is located in Knoxville (Northern Division), and reports to the Director of Technology and Telecommunications. The court operates in a multi-hardware and operating systems platform environment that includes Linux, Windows, MS Active Directory, desktops, laptops, and servers. The Network Administrator is part of the information technology team that performs end user support activities. This position provides technical support via telephone and in person, including but not limited to installation and configuration of computer hardware and software programs, routine troubleshooting and maintenance, responds to various requests regarding IT support of desktop equipment, network and software problems, and end-user application usage questions. In addition, the Network Administrator may be assigned primary responsibility for the day-to-day administration of nationally supported and local applications, Lotus Notes/Microsoft Exchange, local websites (including minor coding), CM/ECF or other major systems function, and their direct applications.

#### Qualification Standards at CL27

Minimum Qualification Requirements: At least one year of specialized experience .  
Specialized experience is progressively responsible experience related to computer support, installation and configuration.

The ideal candidate will possess advance knowledge of: (1) theories, principles, practices, and usage of computer hardware and software; (2) office database design and data communications; (3) capabilities, limitations, and functional applications of information technology; (4) operating

systems, servers, and workstation products; (5) Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards; (6) flowcharting, form design, and control procedures; (7) telecommunication systems including Voice Over Internet Protocol (VOIP) and video conferencing; and (8) audio/sound systems. In addition, the ideal candidate must have experience with Microsoft operating systems - Windows 7, popular office suites, audio visual equipment, Apple mobile devices and basic PC hardware maintenance.

In addition the ideal candidate must possess the ability to: (1) communicate and interact effectively with nontechnical users in a professional and supportive manner; (2) learn new operating system languages, applications, bankruptcy procedures, and operations; (3) meet established deadlines and commitments; (4) lift and manually maneuver a minimum of 50 lbs; and (5) physically work in confined spaces.

### Qualification Standards at CL28

Minimum Qualification Requirements: At least two years of specialized experience equivalent to work at the CL 27 level. The ideal candidate would have experience with: VMware vSphere, VMware Horizon View, Microsoft SCCM, Microsoft SQL Server, IBM Notes, and Veeam Backup and Replication. Skill in writing and analyzing SQL queries in MySQL and Informix database for custom reporting. Experience creating, maintaining, and enhancing Java, Perl and UNIX scripts, data/form libraries, and applications using a variety of web-based software. Accomplishment of computer project assignments that involved system analysis, design, programming, implementation and integration. Examples of web development will be required.

#### Preferred Qualifications:

- A bachelor's degree (or equivalent) in Computer Science, Information Systems Management, or a related technical field of study from an accredited university, college or technical institution,
- Experience working in the federal government or federal court environment, and/or
- Technical certification: A+, Network+, MCTS, MCITP, Cisco, etc.

### Representative Duties

- Responds to requests regarding equipment, applications and operating systems; diagnoses and resolves hardware and software problems; maintains logs of computer issues and resolutions,
- Provides support for courtroom technology including audio visual equipment; assists with installation and training of new courtroom technology,
- Installs and maintains operating systems, application software and remote access tools on desktop, laptop and PDA devices,
- Provides support for mobile computing devices and remote access; including notebooks and Apple mobile devices,
- Repairs computers and printers; including the replacement of failed components,

- Assists in maintaining documentation of hardware and software configurations,
- Creates and monitors user accounts, assigns passwords and provides training where appropriate,
- Assists with monitoring the operations of equipment and systems on a daily basis; including the generation and verification of system backups,
- Maintains inventory and assists with the disposal of equipment,
- Interacts regularly with Judges and members of the Bar in a courtroom setting,
- Deploys and installs computers and printers which requires lifting and moving of moderately heavy items,
- Occasionally pulls cable requiring working from a ladder and in small crawl spaces, and
- Performs other duties as assigned.

### Benefits

- Ten paid holidays a year
- Paid annual leave [13 days annually (increases after 3 years of federal service)]
- Paid sick leave [13 days annually]
- Retirement Benefits
- Thrift Savings Plan including investment options and matching benefits
- Optional participation in subsidized Federal Employee Health Benefit Plans with pretax deductions
- Optional participation in Federal Employees Group Life Insurance
- Optional participation in Long Term Care Insurance
- Optional participation in a flexible spending pretax program for Dependent Care and Medical Care

### Information for Applicants

This position is a full time, permanent appointment. Employees of the United States Bankruptcy Court are Excepted Appointments and serve at the pleasure of the Court and are considered "at will" employees. Judiciary employees are not subject to the employment regulations of competitive service; therefore, Veterans' Preference does not apply. Positions are classified and graded by the Court Personnel System. Direct Deposit of pay is mandatory. 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 background investigation. All applicants must be United States citizens or be eligible to work in the United States.

## How to Apply

Interested qualified applicants are asked to submit: (1) a cover letter, including announcement number, which communicates the qualifications, skills and experience necessary to perform the job; (2) a resume, including a minimum of three professional references with contact information; and (3) a completed [Application for Judicial Branch Federal Employment \(AO 78\)](#) .

Applications should be submitted electronically in PDF format, and sent to: [hr-usbc@tneb.uscourts.gov](mailto:hr-usbc@tneb.uscourts.gov). Applications submitted other than as instructed may not be considered.

Court funds are not available for mileage reimbursement associated with this interview or relocation expenses. The court reserves the right to modify the conditions of this job announcement, withdraw the job announcement, or fill the position sooner than the closing date, any of which actions may occur without prior written notice. The Court will only communicate with those qualified applicants who are selected for an interview. Successful candidates will be required to complete an initial performance evaluation period of employment.

\*\*\*\*\*AN EQUAL OPPORTUNITY EMPLOYER\*\*\*\*\*