



UNITED STATES BANKRUPTCY COURT EASTERN DISTRICT OF TENNESSEE

VACANCY ANNOUNCEMENT Number: 2023-001

POSITION: Network Administrator

LOCATION: Knoxville, TN

CLASSIFICATION LEVEL/SALARY: CL28 (\$66,250 - \$107,701)

NUMBER OF POSITIONS AVAILABLE: One

TERM: FULL-TIME/REGULAR

CLOSING DATE: February 10, 2023

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, responding 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, local websites (including minor coding), CM/ECF or other major systems functions, and their direct applications. This position deploys and installs equipment which requires lifting and moving moderately heavy items. Working in a confined space or from a ladder may be necessary, on rare occasions, when pulling cables. Occasional travel is required.

DUTIES AND RESPONSIBILITIES

- Design, install, and configure network hardware, software, PCs, printers, and other peripheral computing devices. Research, analyze, and recommend computer software or hardware needed to set up or alter systems. Demonstrate and train users to work with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems and replace defective components. 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 according to the judiciary standards and policies;
- Assist with the development and implementation of 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;
- Assist with the plan for disaster recovery operations and testing including network performance, security, anti-virus, intrusion, web usage/monitoring, design, and acquisition of servers. Monitor and verify systems/data backups. Produce useful system documentation, and perform system startup and shutdown procedures, and maintain control records;

- Recommend, schedule, and plan the installation and testing of new products and improvements to computer systems;
- Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware;
- Design, configure, and optimize computer hardware and operating system software. Develop standard guidelines to guide the use and acquisition of software and to protect vulnerable information;
- Assist with testing and monitoring networked courtroom A/V equipment; and
- Other duties as assigned.

MINIMUM QUALIFICATIONS

A minimum of two years of specialized experience is required or the completion of a master's degree or two years of graduate study in an accredited university related to information technology. Specialized experience is progressively responsible experience related to computer support, installation, and configuration.

Applicants must have:

- An advanced knowledge of theories, principles, practices, and usage of computer hardware and software;
- Knowledge of capabilities, limitations, and functional applications of information technology;
- Knowledge of operating systems servers, and workstation products;
- Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards;
- Knowledge of flowcharting, form design, and control procedures;
- Knowledge of IT-related internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls;
- Ability to meet established deadlines and commitments;
- Knowledge of information security and privacy techniques;
- Experience in coordinating information technology projects with senior management;
- Skill in analyzing, interpreting, and presenting research findings to prepare design specification;
- Skill in providing training on new hardware, programs, and software applications;
- Outstanding organizational and interpersonal skills, computer proficiency, and oral and written communication skills;
- Ability to research and analyze problems and assess the practical implications of alternate solutions;
- Ability to exercise mature judgment and maintain high ethical standards;
- Flexibility to adapt and lead in a changing work environment; and
- A strong commitment to service.

PREFERRED QUALIFICATIONS

- Work experience in bankruptcy, federal or state courts, other legal fields, finance, or banking;
- Experience with recent versions of software including Microsoft Active Directory, MS Outlook/MS Teams, Microsoft Windows 10/11, Microsoft Office 365, Windows Server 2012-2019, VMware vSphere and Horizon, Adobe Acrobat, Mobility Management solutions (Airwatch/WorkspaceOne), and Apple iOS mobile devices;
- Familiarity with KACE, MS Deployment Tool, or other PC deployment tools;
- Linux operating environments; and
- Technical certification: A+, or Network+.

BENEFITS

- Paid annual and sick leave;
- Eleven paid holidays per year;
- Choice of a variety of employer-subsidized federal health and life insurance plans;
- Dental and vision coverage available;
- Optional long-term care insurance and flexible spending account program; and
- Participation in both the Federal Employees Retirement System and the Thrift Savings Plan (similar to a 401K), with employer matching.

See <https://www.uscourts.gov/careers/benefits> for complete details of all available benefits.

CONDITIONS OF EMPLOYMENT

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; they are not included in the government competitive service classification system. The United States Bankruptcy Court is part of the Judicial Branch of the United States Government. Court employees are considered “at-will” and can be terminated with or without cause by the court. Applicants must be U.S. citizens or eligible to work in the United States. Direct deposit of pay is mandatory as well as participation in the Federal Employees Retirement System. 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. The U.S. Courts require employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request.

HOW TO APPLY

Please submit the following items in a **single** pdf document to hr-usbc@tneb.uscourts.gov:

- a cover letter which addresses the applicant’s qualifications, skills, and experience;
- a resume, including a list of professional references; and
- a Federal Judicial Branch Application for Employment (AO78) which can be found on the court’s website <http://www.tneb.uscourts.gov/jobs>.

The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior notice.

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