

UNITED STATES BANKRUPTCY COURT
DISTRICT OF SOUTH CAROLINA

Ann. No. 10-01

Announcement Date: March 19, 2010

Closing Date: Open until filled

Position Title: Automation Support Specialist

Location: Columbia, SC

Salary Range: \$37,941 - \$61,709

Classification Level: CL- 25
Promotion Potential to CL-26

DUTIES AND RESPONSIBILITIES: This position is located in the Bankruptcy Court clerk's office. The Automation Support Specialist provides first tier support for Chambers and Court staff for daily troubleshooting of desktops, laptops, and hardware and software issues. The Automation Support Specialist also:

- performs first tier technical troubleshooting for all courtroom technology systems (transcript recording, audio, video presentation, teleconferencing and video conferencing).
- provides technical assistance with installation, replacement, and maintenance of desktop computers, laptops and peripheral devices.
- responsible for creating and maintaining desktop and laptop disk images by locally defined rules and guidelines with a high degree of accuracy.
- maintains responsibility for upgrades, first tier troubleshooting, and testing for both commercial and third party applications and laptop encryption software.
- assists with maintenance of the Court's automation asset inventory system. Some travel to divisional offices may be required.

QUALIFICATIONS: The successful candidate must be a high school graduate or equivalent with two years of general experience and one year of specialized experience in computer processes. A bachelor's degree in a related field may be substituted for general work experience. Must be able to understand locally developed applications in order to support end users, communicate effectively both orally and in writing, and must be able to demonstrate expanded analytical and problem solving skills. Must be a self-starter and work independently, as well as in a team setting. Applicant must be a United States citizen or eligible to work in the United States.

COURT PREFERRED QUALIFICATIONS: A bachelor or associate of Applied Science Degree and two years specialized experience in an IT related field or equivalent including experience maintaining desktop/laptop software, hardware, IT peripherals support, configuration and installation, and/or video and teleconferencing systems. Specific experience in the following technologies: Microsoft Windows XP, Server 2003, Vista and Microsoft Office productivity suites. Additional experience with Linux, Unix, VMware, Active Directory, Lotus Notes/Domino and VOIP, and specific experience with disk imaging or duplication software suites.

Knowledge, Skills & Abilities

Please address the following in essay form:

1. What is your understanding of and experience with integrated A/V and video teleconference systems?

2. Please describe your experiences with hardware platforms and operating systems currently on the market?
3. Please explain your methodologies and analytical approach as it relates to troubleshooting automation equipment and resources?

Application Procedure:

Submit resume which includes job history, salary history, answers to the KSA's and three work references with phone numbers, marked CONFIDENTIAL, to:

Human Resources Administrator
United States Bankruptcy Court
1100 Laurel Street
Columbia, South Carolina 29201

Or send e-mail to:

scbc_employ@scb.uscourts.gov

A background investigation will be conducted on the person selected for the position. This position is subject to mandatory electronic funds transfer (direct deposit) participation for payment of net pay. The United States Judiciary require employees to adhere to a Code of Conduct; persons selected for interview may request to review this Code at the time of the interview. Expenses for interviews or relocation are not authorized for reimbursement.

The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. This job announcement may result in more than one position described herein being filled. The Court will only communicate with those qualified applicants who are selected for interview and testing. If you are not notified, another applicant was selected.

THE COURT IS AN EQUAL OPPORTUNITY EMPLOYER.