



*U.S. Probation and Pretrial Services Office
for the
Western District of Pennsylvania*



Vacancy # 18-03

Opening Date: February 20, 2018

Closing Date: Until filled (Preference given to applications received by March 6, 2018)

SYSTEMS ADMINISTRATOR

Location: Pittsburgh, PA

Salary: CL 28: \$60,216 - \$97,852

Based on qualifications and experience

Probation and Pretrial Services Office:

The Probation Office for the United States District Court for the Western District of Pennsylvania provides services to 9 U.S. District Judges and 6 U.S. Magistrate Judges. This vacancy is at the headquarters location in Pittsburgh. The Probation Office headquarters is located in the U.S. Courthouse, Suite 3330, 700 Grant Street, Pittsburgh, PA 15219. There are two branch offices (Erie and Johnstown).

Responsibilities

- Develops and improves systems architecture in support of desktop virtualization. Plans and implements physical and virtual desktop system configuration design and updates. Ensures that desktop systems smoothly interoperate with all relevant judiciary and external systems and services.
- Reviews, evaluates, and makes recommendations on the court unit's IT security program. Assists with the development and maintenance of security policies and procedures. Reviews system security logs in accordance with established policies. Assists with the identification, implementation, and documentation of security safeguards on information systems.
- Provides technical expertise in the development and operational support of the court unit's systems and services. Designs, tests, configures and deploys new or enhanced systems and applications. Performs troubleshooting during failures, and conducts detailed investigations to determine root cause and corrective actions.
- Provides hardware and software support for servers, virtualization infrastructure, virtual desktop infrastructure, and operating system environments. Develops, tests, and deploys scripts to customize operation of these systems.
- Configures, interconnects, troubleshoots, and ensures the reliable operation of local area networking switches and endpoints, virtual and physical.
- Assesses, tests, and deploys patches and updates to protect the security and enhance the operation of end user desktop and mobile systems.
- Analyzes user needs. Researches alternatives, and proposes solutions. Coordinates hardware and software system installation and monitors equipment functioning to ensure specifications are met.
- Responds to help desk calls and e-mails. Provides primary and, in some cases, second-tier support.
- Resolves routine and unusually tough problems, including those that have been referred/escalated by peers. Provides information and assistance to users of e-mail, word processing, and web-hosted data entry, as well as the full range of other application software.
- Administers the network operating system environment in coordination with the domain administrators. Manages network operating system policies and objects. Uses tools such as login scripts and configuration management software to deploy patches and updates.
- Maintains contact with other information technology court unit personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs.
- Other duties as assigned

Qualifications:

- To qualify for a CL 28, the candidates must have two years of specialized experience, including at least one year equivalent to work at the CL-27 or completion of a master's degree or two years of graduate study in an accredited university in a field closely related to the subject matter of this position.
- Specialized experience is progressively responsible experience in designing, implementing or maintaining computer systems that included the completion of computer project assignments involving systems analysis, systems integration, and information technology project management is preferred.
- Ability to identify new products and solutions to implement new technologies.
- Experience with Windows, Linux, and databases
- Experience with Apple products, iOS operation system and mobile devices
- Experience with VMware server virtualization and VDI
- Experience with CISCO networking, including routers, switches and wireless technologies
- Experience with Active Directory, DNS, DHCP and DFS
- Knowledge of scripting languages
- Familiarity with Microsoft Office, Lotus Notes, Windows and Adobe Acrobat preferred
- Must be highly self-motivated, extremely detail-oriented and organized
- Must present a professional demeanor, positive personality and work well in a team environment
- Must possess excellent written and verbal communication skills
- Must be an innovative and creative problem solver who can effectively work with management on projects and daily challenges.
- Must be able to manage multiple priorities and projects with limited supervision.
- Commitment to public service
- Must be able to follow rules, procedures, and the *Code of Conduct for Federal Employees*
- Some travel required*

Benefits:

Employees of the U.S. Probation Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan, life insurance, optional long term care and long term disability, optional vision, optional dental, annual/sick leave, federal holidays and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

How to Apply:

Applicants who meet the qualifications *must* submit a cover letter, a resume and an *Application for Judicial Employment* (AO78), found at <http://www.pawp.uscourts.gov/careers/> under the Careers and Internships section. Submit in PDF or Word format and please reference position #18-03. Failure to follow these instructions will result in disqualification.

Disclosures:

- Applicants must be United States Citizens or eligible to work in the United States.
- U.S. Probation reserves the right to modify the conditions of this job announcement or withdraw the announcement.
- Reimbursement for travel and expenses is not authorized.
- Testing may be part of the selection process.
- A driver's license is required to conduct work. A valid driver's license is required.
- This office may contact references on top candidates and may contact former employers.
- Subject to Electronic Funds Transfer (EFT) of salary payment.
- This Court is an Equal Opportunity Employer.
- Only the most qualified individuals will be invited for a personal interview. No phone calls please. Due to the expected high volume of applications, U.S. Probation cannot respond to inquiries.