UNITED STATES DISTRICT COURT

NORTHERN DISTRICT OF CALIFORNIA
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September 25, 2015

AUTOMATION SUPPORT SPECIALIST I
VACANCY ANNOUNCEMENT
JOB CODE: 15-DA0925AUTOI

POSITION: Automation Support Specialist I
STATUS: Regular Full-Time
SALARY RANGE: $45,820 - $74,526 (CL 25/01 - CL 25/61)
CLOSING DATE: Open until filled (first consideration given to applications received by October 20, 2015)
LOCATION: San Francisco, California

The Northern District of California United States Probation Office invites applications for the position of Automation Support Specialist I with promotion potential to CL 26 Automation Support Specialist II without further competition. This is an ideal opportunity for a qualified candidate to expand his or her IT knowledge, skills, and abilities in a cutting edge IT environment with strong training support, valuable experiential learning, and avenues for professional growth and advancement.

INTRODUCTION: The incumbent provides routine IT support to the district and the satellite offices and interacts with management and staff in all matters having to do with the automation advancement of the district, as needed.

REPRESENTATIVE DUTIES:

- Assists with the IT Help Desk to handle routine service calls.
- Provides technical and end-user support for PC-based and nationally supported automated systems.
- Assists with installing, training, maintaining, and administrating automation hardware, software, and applications including the district's local area network.
- Assists with monitoring the operations of the equipment and systems on a daily basis.
- Responds to routine hardware and software questions, problems, and issues.
- Assists in system maintenance activities such as obtaining vendor quotes for automation hardware and software.

- Assists with installing, testing and implementing updated hardware releases of both commercial and office automation products and court-developed systems.
- Assists in keeping record systems up to date to ensure the accurate and timely documentation of hardware and software configurations.
- Assists the Network Administrator with monitoring systems operations to ensure, to the greatest extent possible, the continuous operation of assigned systems such as electronic mail, local area networks, generation and verification of system backups, and maintenance of backup tape libraries.
- Perform other appropriate duties as assigned.

JOB REQUIREMENTS: Progressive experience related to the customer support on an IT Support Line on state-of-the-art information systems hardware and software. Experience related to the technical aspects of the office automation, data communications and their applications, and terminology and methodology, including the accomplishment of computer project assignments.

MINIMUM QUALIFICATIONS:

- One year of specialized experience equivalent to work at the CL-24 level within the Judiciary's pay classification system. Specialized experience is progressively responsible experience in the computer technical field related to help desk support and working knowledge of computer hardware, software, and systems and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

PREFERRED SKILLS, EXPERIENCE, AND EDUCATION: Possession of a Bachelor's Degree or equivalent in Computer Science, Information Systems Management, or a related technical field of study from an accredited college or university. Experience working in a federal government or federal court environment.

APPLICATION INSTRUCTIONS: Employment is subject to background investigation and verification of information supplied. Applicants must submit a letter of interest including an outline of their skills and experience, a current resume, and copies of their two most recent written performance evaluations. For applicants with education beyond high school, submission of official college transcripts is required. **Applicants must include the Job Code from the job posting in their letters of interest.** In addition, applicants must complete and submit the Application For Judicial Branch Federal Employment (AO 78). Form AO 78 (the Application) is available at: www.canp.uscourts.gov on the Employment Page. In order to be able to save the completed AO 78 Application, you must have either Adobe Acrobat Standard or Adobe Acrobat Professional because having only Adobe Acrobat Reader will not permit you to save it. As an alternative, you may scan the completed application or save it as .jpg (JPEG picture file) or .tif (TIFF picture file) for electronic transmission. Please complete and submit only the current version of the Application (AO 78 (10/09)). Previous versions and all other federal employment applications will not be accepted.

Application materials will not be considered complete until all of the items listed above have been received by Human Resources. Illegible or incomplete or partially completed application

materials will not be considered. Do not submit the same application materials more than once. Although the vacancy announcement is open until filled, it is preferred that completed application materials be received on or before October 20, 2015 by close of business (5:00 p.m. PST) in order to be given first consideration. It is required that you submit your application materials via e-mail to: CANP_Resumes@canp.uscourts.gov.

The only exception is that official college transcripts can be mailed to the address listed below. All other application materials received by mail, fax, or any other means other than by e-mail to CANP_Resumes@canp.uscourts.gov will not be considered.

U.S. Probation Office
Northern District of California
Attn. Human Resources
P.O. Box 36057
San Francisco, CA 94102

Applicants must be U.S. citizens or be eligible to work in the United States. Only applicants who are interviewed in person will receive a response regarding their application status.

Judiciary employees serve under excepted appointments (not competitive civil service). Federal benefits include paid vacation and sick leave, health benefits and life insurance, disability insurance and long-term care, retirement benefits, and a tax-deferred savings plan. Participation in the interview process is at the applicant's own expense. Relocation expenses will not be provided. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

THE UNITED STATES PROBATION OFFICE FOR THE NORTHERN DISTRICT OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER