



UNITED STATES BANKRUPTCY COURT
FOR THE CENTRAL DISTRICT OF ILLINOIS

ANNOUNCEMENT NUMBER 2022-01

Position: IT Support Specialist
Classification Level: CL 26
Salary Range: \$48,190.00 - \$78,379.00
Location: Peoria, Illinois
Posting Dates: January 5, 2022 - Open Until Filled

POSITION OVERVIEW:

The Information Technology Department of the U.S. Bankruptcy Court for the Central District of Illinois is seeking qualified applications for the position of IT Support Specialist. The U.S. Bankruptcy Court is located in Springfield, Illinois, with divisional offices in Peoria and Urbana. Come discover a challenging and rewarding career in our court.

The successful candidate will join a small, highly motivated team in a dynamic environment to help support an increasingly virtualized and mobile business workflow. The Information Technology (IT) team provides technological support to 3 Judges and 27 staff members in Chambers and the Clerk's Office and works to create business workflow solutions on both a local level and on national judiciary systems. This position reports to the Director of Automation and Technology.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

This is an IT customer service position responsible for:

- secure client configurations of various desktop and mobile devices;
- installing and maintaining PCs, laptops, printers, monitors, iPhones, iPads and related equipment;
- troubleshooting OS, software and hardware problems;
- tracking and responding to help desk calls and documenting technical resolutions for the team's knowledgebase;
- supporting courtroom audio and video conferencing systems;

- monitoring daily operations and maintenance of equipment and systems to ensure efficient and secure operation.

MINIMUM QUALIFICATIONS:

The successful candidate must possess good judgment, maturity, and tact; be dependable, responsible and maintain confidentiality; be a proactive self-starter and demonstrate initiative in problem solving; be able to work quickly and harmoniously with others in a team-based environment; and present a poised, professional appearance and demeanor at all times. The successful candidate must also possess the ability to recognize the value of new computer features and their potential value to the work at hand; and ability to perform routine maintenance of various computer, video and audio systems.

GENERAL EXPERIENCE:

The candidate must be a high school graduate or equivalent and possess two years of general experience. General experience is progressively responsible experience that provides evidence the applicant has a good understanding of the methods and administrative theory for accomplishing the work of an organization; the ability to analyze problems and assess the practical implications of alternate solutions; the ability to communicate effectively with others, orally and in writing; and the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

SPECIALIZED EXPERIENCE:

This position requires one year of specialized experience demonstrating a thorough knowledge of theories, principles, practices, and techniques for supporting personal computing devices, associated hardware and software, and audio/visual systems. Applicant must also possess the ability to develop effective work relationships with a range of users and skill in training non-technical personnel in computer-based techniques.

COURT PREFERRED SKILLS:

- Bachelors degree in Computer Science, Information Systems or related discipline.
- Two or more years of customer service/help desk experience with demonstrated ability to implement, operate, and document computer systems with consideration of hardware and software. This experience should include, but not be limited to, remote support and training of end users.
- Three years general experience in an IT environment working with team members collaboratively, supporting on-site and remote workers, and creating office environment solutions to improve work flow.
- At least two years specialized experience designing, implementing, or maintaining computer systems that included the completion of project assignments involving systems analysis, programming, integrations, and project management.
- Experience/training in IT security practices.
- Firm understanding of and ability to support Office365 Microsoft Suite products (Word, Excel, Teams, SharePoint, OneNote, OneDrive, PowerPoint, etc.).
- Deep knowledge of Adobe Acrobat software and ability to adapt features to improve business workflow.
- Demonstrated skill in creative paperless workflow solutions.

- Proficient in Microsoft Windows 10 workstation installation and configuration; physical and virtual machine support experience; familiar with computer imaging.
- Proficient in video applications, such as MS-Teams and Zoom.
- Secure configuration experience for printers, copiers, desk phones, voicemail.
- Apple iPhone/iPad and iOS experience.
- Experience with helpdesk ticketing software and reporting.

BENEFITS:

Judicial Branch employees are considered "at will" employees and are not subject to the employment regulations of competitive service. However, Judiciary employees are entitled to benefits similar to those of other government employees including: paid annual and sick leave, eleven paid holidays per year, health insurance, life insurance, dental and vision insurance, Flexible Benefits Program, Long Term Disability Insurance, Thrift Savings Plan, participation in the Federal Employees' Retirement System, flexible work schedule, and a professional work environment.

CONDITION OF EMPLOYMENT:

Applicants must be U.S. citizens or eligible to work in the United States. A background investigation including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention depends on a favorable suitability determination. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

HOW TO APPLY:

Qualified candidates should submit all of the following documents in one PDF file to careers@ilcb.uscourts.gov with subject line **2022-01 IT Support Specialist (your name)**:

1. Letter of interest;
2. Resume;
3. Fully completed AO-78 (Judicial Branch Federal Employment application) which is available from the court's website at www.ilcb.uscourts.gov under *Court Info* → *Employment Opportunities*;
4. Three professional references with contact information.

Please submit all required documents to be considered for this opportunity. An incomplete application package may disqualify an applicant from consideration. Interviews may be conducted remotely when in-person attendance is not feasible. Management may close this announcement at any time. It is therefore recommended that applications be submitted as soon as possible. Due to the expected high volume of applicants for this position, the court will only communicate with those qualified applicants who are selected to interview.

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER