

United States Bankruptcy Court
Eastern District of Texas

Position Vacancy Announcement
Job Posting # 2010-1

Position: Information Technology Technician I (CL-24) - II (CL-25)
Year-And-A-Day Federal Judiciary Position

Location: Tyler, Texas

Opening Date: Immediately

Closing Date: Open Until Filled

Starting Date: September 13, 2010

Beginning Salary Range: \$ 34,356 (CL 24/1) - \$ 37,941 (CL 25/1) (depending upon experience)

Position Description: IT Technicians are a part of the U. S. Bankruptcy Court - Eastern District of Texas automation team and report to the Manager of Information Technology. The team installs, configures, supports and troubleshoots server hardware and software, networking equipment and end-user computing equipment.

Job Duties: The IT Technician:

- Identifies, troubleshoots and resolves hardware, software and network related problems encountered by end-users of the district network, the Internet and present and future computing technology
- Configures and installs Windows work stations in response to the demands of a complex network design and work environment
- Trains end-users on the use and features of the various operating systems and applications on the various platforms
- Performs primary network system administration on network servers as needed
- Installs, certifies and troubleshoots district network cabling infrastructure, including a wide variety of local area network equipment and software
- Uses established tracking system to log requests, monitor progress, track problem resolution and identify patterns of failure; researches bug fixes and implements solutions; communicates with manager and/or other automation department staff regarding unresolved problems and to meet end-user computing needs
- Works with vendors to resolve hardware operating system issues; researches and tests possible solutions and implements solutions. Analyzes bugs in system and application software; researches and tests possible solutions and implements solutions
- Writes scripts and batch files as needed to enhance the function of the operating system
- Other duties as assigned

Educational Standards and Qualifications

The incumbent must be a high school graduate or equivalent and have industry, technical school or college training in information technology or networking. One year of specialized experience is required. Two years of specialized experience are court-preferred. Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position, and which demonstrates the particular knowledge, skills and abilities to successfully perform the duties of the position. Court preferred experience includes Windows XP and Windows 7 experience, familiarity with Windows Server environments, Active Directory and Lotus Notes experience and experience with virtualization, especially Citrix Xen. Travel to district offices may be required for maintenance and installation of software and hardware, as well as installation of network and communication wiring. A driver's license is required. Physical effort (lifting and bending) may be involved in moving, connecting or troubleshooting hardware. Applicants must demonstrate an outgoing "people person" attitude, excellent communication skills, flexibility and a strong work ethic.

Employees of the United States Bankruptcy Court are at-will rather than Civil Service employees and serve at the pleasure of the court. The person selected for this position will be eligible for health and life insurance coverage, annual and sick leave, retirement benefits, participation in the Thrift Savings Plan (TSP), the judiciary's supplemental benefits and federal holidays.

Interested parties should submit a letter of interest and/or resume and an Application for Judicial Branch Employment (available at www.txeb.uscourts.gov) to Carol Thompson, Human Resources, U.S. Bankruptcy Court - EDTX, 110 North College Avenue - 9th Floor, Tyler, Texas 75702 or e-mail to Carol.Thompson@txeb.uscourts.gov.

Only those selected for interview will receive communication from the court. Applicants selected for interview must travel at their own expense and relocation expenses will not be reimbursed. All new employees are subject to a background investigation including an FBI fingerprint check. The United States Bankruptcy Court is an equal opportunity employer.