NOTICE OF POSITION VACANCY

NETWORK ADMINISTRATOR II

Job Announcement 2010-02

STARTING SALARY:	**$45,928**
SALARY POTENTIAL:	**$45,928 - $74,628** (CL 27/01 - 27/61)
CLASSIFICATION LEVEL:	**CL 27 (Potential to CL 28 without announcement)**
CLOSING DATE:	**September 17, 2010 - 5:00 p.m. (postmarked date)**
LOCATION:	**Cheyenne, Wyoming**

The United States Probation Office for the District of Wyoming is currently accepting applications for a full-time permanent Network Administrator II. The position is located in Cheyenne, Wyoming.

Job Summary:

This position is located in the U.S. Probation Office. The incumbent provides technical IT support and training to the court unit staff; works with major national systems and those developed or customized for local use; installs hardware and software; and troubleshoots and fixes technical program problems. The incumbent works with management in planning, design, maintenance and support of systems to improve efficiencies. Customer service is key to the success of the court unit and must be demonstrated by the incumbent.

Representative Duties:

Provide first-line user support and problem resolution to desktop, system, laptop, printer, and PDA users. Assist users experiencing difficulties in the use of applications such as word processing, database applications, and other software programs used by the court unit and resolves such problems.

Design, configure, and implement computer hardware and operating system software. Develop standard guidelines to guide the use and acquisition of software. Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware. Monitor and optimize hardware, operating system and databases to improve system performance and reliability.

Develop and implement short-term and long-range automation improvement plans for the court unit, ensuring that the changes can be implemented with minimal disruption at the court site.

Provide training on new hardware, programs and databases to all staff members as well as refresher training as needed.

Provide day-to-day system backup and regularly monitor day-to-day operations of the equipment and systems. Recommend updates to ensure continued operation and act as the technical expert in solving computer system problems. Install security, operating system patches, and database software upgrades. Provide routine PC, printer, and file server maintenance and troubleshoot problems with equipment.

Customize and develop software programming as needed and advise the staff on the use of the software. Develop software to extract information from existing system databases, or conversely, to add information to the database. Prepare and maintain the documentation of all locally-developed software. Maintain library of software including documentation of locally developed material.

Advise management and users on what specific information can be readily extracted from existing files, extract information and create reports as required. Prepare and maintain documentation for local automated systems as well as for systems acquired from outside the court or the Administrative Office. Prepare and maintain technical documentation for hardware.

Identify requirements for procurement of IT equipment. Contact vendors when warranty or repair service is needed.

Maintain contacts with other IT court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques and user programs.

Factor 1 - Required Competencies (Knowledge, Skills and Abilities):

<u>Information Technology and Automation</u>

- Advanced knowledge of theories, principles, practices and usage of computer hardware

and software. Knowledge of office database design and data communications. Knowledge of capabilities, limitations and functional applications of information technology. Knowledge of operating systems servers and workstation products. Knowledge of Local Area Networks (LANS) and Wide Area Networks (WANs) including system security standards. Knowledge of flowcharting, form design and control procedures. Ability to meet established deadlines and commitments. Knowledge of data communications security and privacy techniques. Knowledge of, and skill in, information technology management. Skill in coordinating information technology projects with senior management. Skill in analyzing, interpreting and presenting research findings to prepare design specification.

Court Operations

- Knowledge of court unit policies, procedures and guidelines.

Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate effectively (orally and in writing) with individuals and groups to provide information. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules and procedures.

Human Resources

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

Factor 2 - Primary Job Focus and Scope:

The Network Administrator coordinates the timely repair of hardware and oversees networks. The incumbent advises and makes recommendations to management on matters that take into consideration complex information technology issues within the court unit. The Network Administrator supports the back-end of the court unit's IT systems. Those systems are the primary record storage and reference points for the office. Systems failures and/or extended

shutdowns would cause major disruption to the mission of the court unit as end users would not be able to access all or portions of the information needed. The potential consequences of errors in judgment include systems not being available when needed or systems not performing or functioning as required. This can result in security breaches, lost productivity, negative perception of the judiciary and increased cost.

Factor 3 - Complexity and Decision Making:

The Network Administrator makes decisions within the context of professional and judiciary standards, broad policies, or general goals. The incumbent resolves problems, questions, or situations based on advanced or thorough knowledge or and experience with court policies, practices, guidelines and information resource management bulletins. Network Administrators work independently in resolving complex systems problems, managing information technology projects, and leading the project team in implementation and integration with other networks.

Factor 4A - Interactions with Judiciary Contacts:

The primary judiciary contacts are peers, senior management, court unit staff, and Administrative Office staff for the purposes of leading and coordinating information technology staff and managing information technology projects.

Factor 4B - Interactions with External Contacts:

The primary external contacts are end users and vendors for the purpose of developing, designing and modifying networks.

Factor 5 - Work Environment and Physical Demands:

Work is performed in an office setting, occasionally including nights and weekends. Incumbent may be required to lift and move moderately heavy items such as computer equipment. Regular travel is required and incumbent is on call 24 hours a day, seven days a week.

Factor 6 - Minimum Qualifications:
Requires completion of the requirements for a bachelor's degree from an accredited college or university, or two years of specialized experience including at least one year equivalent to work at the CL-25 level. Requires good physical health and agility.

The selectee must undergo a thorough background investigation and fingerprinting, as well as consent to a credit check. The selectee may then be appointed provisionally, pending a favorable suitability determination by the court. In addition, as conditions of employment, incumbent will be subject to periodic re-investigations every five to seven years.

HOW TO APPLY:

Submit a completed AO 78 - Application for Judicial Branch Federal Employment (http://www.govjobs.com/Applications/ao-78.pdf), a cover letter, copies of your last two performance evaluations and copies of your college transcript(s) and diploma(s) for your degree(s). If you order transcripts to be sent directly to us from your school, please state so in your cover letter.

Send application marked **Confidential** to:

Chief U.S. Probation Officer
P.O. Box 847
Cheyenne, WY 82003

Note: Applicants selected for interviews will receive a letter or phone call to set up an interview.

EQUAL OPPORTUNITY EMPLOYER

Judiciary employees must adhere to a code of conduct. Judicial employees are entitled to standard federal benefits such as paid vacation time, paid sick time, medical insurance, life insurance, and a tax-deferred savings plan. Judicial employees are also eligible for long-term care and disability insurance and a Flexible Benefits Program which includes medical care and dependent care reimbursement.

Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. This position is subject to mandatory electronic fund transfer (direct deposit) for payment of net pay.

Phone: 307/433-2300