



**UNITED STATES BANKRUPTCY COURT
WESTERN DISTRICT OF KENTUCKY**

VACANCY ANNOUNCEMENT

Position: Information Technology Support Specialist

Salary Range: Starting Salary \$41, 070 - \$56,411, depending upon qualifications

Application Deadline: Monday, November 16, 2009

Position Overview:

- Responds to help desk requests regarding equipment, applications and operating systems; diagnoses and resolves hardware and software problems; maintains logs of computer issues and resolutions.
- Provides support for courtroom technology including audio visual equipment. Assists with installation and training of new courtroom technology.
- Installs and maintains operating systems, application software and remote access tools on desktop, laptop and PDA devices.
- Provides support for mobile computing devices and remote access, including notebooks, Blackberry devices and mobile phones.
- Repairs computers and printers; including the replacement of failed components.
- Assists in keeping documentation of hardware and software configurations up to date.
- Creates and monitors user accounts, assign passwords and provide training where appropriate.
- Assists with monitoring the operations of equipment and systems on a daily basis, including the generation and verification of system backups.
- Maintains inventory and assists with the disposal of equipment.
- Interacts regularly with Judges and members of the Bar in a courtroom setting.
- This position is located in Louisville, Kentucky and requires regular travel to divisional offices in Bowling Green, Owensboro, and Paducah.

Minimum Qualifications:

- High school diploma (or equivalent) and at least two (2) years of specialized experience. Specialized experience is progressively responsible experience related to computer support, installation and configuration.
- Experience with Microsoft operating systems, popular office suites, A/V equipment, BlackBerry devices and basic PC hardware maintenance.
- Must be able to lift a minimum of 50 lbs.
- Ability to interact with nontechnical system users in a professional and supportive manner.

Preferred Qualifications:

- 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 the federal government or federal court environment.
- Technical certification: A+, Network+, MCTS, MCITP, Cisco, etc.

Benefits:

Employees of the U. S. Bankruptcy Court are not covered by the Office of Personnel Management's civil service classification system or regulations, and are considered "at will" employees.

Benefits available include:

- 13 days paid vacation for the first three years of full-time employment. Thereafter, 20 to 26 days per year dependent upon length of federal service. 13 days of paid sick leave per year (unlimited accumulation).
- A minimum of 10 paid holidays per year
- Federal Employees Retirement System
- Thrift Savings Plan
- Optional Federal Employees' Health Benefits
- Optional Federal Employees' Group Life Insurance
- Optional Federal Employees' Dental and Vision Coverage
- Optional Flexible Spending Accounts (pre-tax accounts for health care and dependent care costs)
- Optional CNA Long-term Care Insurance
- Parking Reimbursement
- Credit for prior federal government service

Information for Applicants:

- This position is regular and full-time.
- Applicant must be a U. S. Citizen or eligible to work in the United States.
- Electronic Funds Transfer (EFT) for payroll deposit is required.
- As a condition of employment, an FBI Background Check or Investigation is required.
- We will not pay relocation or interview travel expenses.
- Only the most qualified applicants will be interviewed.

Application Procedures:

Interested candidates should submit a cover letter and detailed resume via email to kywb_HumanResources@kywb.uscourts.gov.

- EQUAL OPPORTUNITY EMPLOYER -