



**UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
OFFICE OF THE CLERK
Tampa Divisions**

VACANCY ANNOUNCEMENT

Automation Support Specialist

CL 27 \$48,951 - \$61,218*

Announcement Number: 19-06 **Position Closes:** Open Until Filled **Available:** Immediately

The Automation Support Specialist position is located in the District Court Clerk's Office in the Tampa Division. This position provides IT support to the respective Division and supports local computer systems including networks, personal computers, and portable electronic devices. Additionally, this position supports several off-the-shelf software applications, major national systems, and systems developed or customized for local use.

Representative Duties

Provide first tier end user technical support and customer service based on an internal Help Desk ticketing system.

Mobile device configuration and deployment of mobile phones, tablets, and laptops.

Installs or assists in the installation of new or revised releases of software and national systems. Advises on the use of the software. Possesses ability to train end users in word processing and spreadsheet applications.

Proficient in Microsoft Office 365, including collaboration tools such as SharePoint, OneDrive, OneNote, and Skype for Business

Proficient in Active Directory and Windows 7/10, including installing and testing software update releases for compatibility with existing hardware and systems.

Provides day-to-day IT backup. Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving software and computer system problems.

Maintains contact with IT staff in other divisions about development standards, techniques, and user programs.

Using technical knowledge, assists in securing IT equipment and determining when applications require new hardware.

Recommends, receives, inventories, and configures hardware for deployment as directed by IT management.

Provides support for all IT related software and equipment.

Helps maintain and support courtroom evidence presentation equipment.

Advises court managers on how to meet needs for sorting, recording, and retrieving information.

Prepares Requests for Purchase, Purchase Orders, or non-technical scopes of work to initiate facility procurement action.

Ability to draft technical documentation and maintain documentation for various areas of technical responsibility.

Minimum Qualification Requirements

Requires a minimum of four (4) years of relevant work experience at progressively responsible levels in Office Automation Systems, Data Processing, and Data Communications. Experience should include user applications, terminology, and methodology. Demonstrated accomplishment of computer project assignments that involved systems analysis, implementation, integration, and management. Thorough knowledge of PC software and hardware in order to provide excellent technical support for a user base of up to 150. Microsoft Office Specialist (or MCSA) certification preferred. A+ and Net+ certifications preferred. Familiarity with Corel WordPerfect beneficial. LAN/WAN experience preferred. Applicant should work well within a team, be able to prioritize tasks and make technical decisions through methodical troubleshooting and research.

Information for Applicants

To apply:

- email a cover letter and resume together as one single PDF application file to:
resume_orl@flmd.uscourts.gov
- your PDF application file must be named "last name, first name" (e.g. Smith, John)
- the email subject line must be "attention 19-06"

Due to the number of resumes received, only applicants selected for interviews will be contacted.

THE UNITED STATES GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER

Applicants must be U.S. citizen or eligible to work in the United States

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit

The selected candidate will be subject to a background check as a condition of employment.

* Starting salary commensurate with work experience, previous federal government service, and prior pay history.

EMPLOYEE BENEFITS

Employees of the United States District Court ARE NOT included in the Government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees. Some of the benefits are:

- Thirteen (13) days of paid vacation per year for the first three years of employment. Up to 26 days per year thereafter.
- Participation in a retirement program.
- Participation in the federal health insurance program of your choice.
- Participation in a group life insurance program.
- Participation in a group long-term disability insurance program.
- Participation in long-term care insurance program.
- Participation in a flexible spending account for medical and/or dependent care expenses on a pre-tax basis.
- A minimum of ten (10) paid holidays per year.
- Prescribed salary progression through classification level based on acceptable performance.
- Time in-service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

The United States District Court for the Middle District of Florida serves a 35-county area in mid-Florida, with a population in excess of ten million people. The Clerk's Office is headquartered in Orlando, with full time divisional offices located in Tampa, Jacksonville, Ocala, and Ft. Myers, Florida. The Clerk's Office is responsible for providing clerical and administrative support to all areas of the federal judicial administrative process.