



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

VACANCY ANNOUNCEMENT

Systems Supervisor

CL 28 \$58,700 - \$73,375*

Announcement Number: 19-09 **Position Closes:** Open Until Filled **Available:** Immediately

Representative Duties

The Systems Supervisor performs first-line supervisory work related to automated systems within the unit, including system and application introduction, operation, coordination, and integration. The incumbent is responsible for overseeing the effectiveness of all office automation equipment within the court unit. The IT Systems Supervisor primarily works with the Systems Manager and directs staff to ensure compliance with appropriate guidelines, policies, and internal controls. Representative duties include:

- Supervise employees involved in information technology activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Identify issues and resolve disputes. Maintain documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations to Systems Manager regarding employee appointments, promotions, and separations.
- Assist in developing short term and long range automation improvement plans for the court unit, ensuring that changes can be implemented with minimal disruption at the court site. Supervise execution of implementation plans for major automated systems. Work with Software Services Administrator to adapt software and documentation; perform testing; establish operating procedures; work with DISO and Security Team to devise security systems for hardware, software, and data. Work with Software Services Administrator to establish training in system use and capabilities.
- Work with IT Systems Projects Manager to coordinate staff time necessary to complete project objectives.
- Advise Systems Manager in all areas of automation needs, objectives, and capabilities, including anticipation of future requirements and problems.
- Develop budget justification for system equipment, up-grades, and normal operations. Assist in monitoring or approving expenditures for automation operations.
- Develop specific system features and adapt programs to satisfy court needs, including making adaptations to national systems or participating in the planning for, and the acquisition of, a specific system for the court unit. Maintain a library of software, including documentation of locally developed material. Prepare flow charts.

- Develop special management reports for different elements of the court unit as needed.
- Ensure accuracy of the Court's IT inventory management database, adhere to property management guidelines, and work with Systems staff to conduct routine property disposal procedures.
- Abide by the Code of Conduct for Judicial Employees and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Communicate professionally and effectively (orally and in writing) to individuals and groups to provide information, translating and documenting technical terms into non-technical language. Interact effectively and appropriately with others, provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Foster effective and collaborative internal and external working relationships.
- Demonstrate broad working knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, mobile devices, database design, and data communications. Display experience in analyzing, evaluating, and determining automation needs, and planning implementation to meet those needs. Exhibit skill in training non-automation personnel in automation techniques and processes.
- Apply knowledge of applicable programming languages, databases, application design, computer systems, and networks. Exhibit skill in determining causes of operating errors and generating or adapting programs, equipment, and technology to serve user needs. Display skill in operating computer programs for various purposes, including writing program documentation. Demonstrate the ability to quality check and improve the efficiency and effectiveness of all systems and programs.
- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem solving skills when managing conflicts in the workplace. Display skill in leading employees in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.

Demonstrate skill in the use of automated equipment, including word processing and spreadsheet applications, requisite court computer programs, automated case management systems, financial records management systems, human resources systems, and related databases and applications.

Minimum Qualification Requirements

Applicants must possess a thorough knowledge of theories, principles, practices and techniques of computer hardware and software, office automation, courtroom technology and telecommunications. Ability to analyze, evaluate, and determine the automation needs of the court as well as planning to implement systems that meet those needs. Prior supervisory experience is preferred, but not required. At least five years of Information Technology experience, including three years of federal court experience, is required. Strong interpersonal skills and diplomacy are essential. Travel among the five divisions of the Court as needed is required.

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 19-09"

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.