



**UNITED STATES DISTRICT COURT  
MIDDLE DISTRICT OF FLORIDA  
OFFICE OF THE CLERK  
Orlando Division**

**VACANCY ANNOUNCEMENT  
Automation Support Specialist  
CL 27 \$48,951 - \$61,218\***

**Announcement Number:** 19-16    **Position Closes:** Open Until Filled    **Available:** Immediately

The Automation Support Specialist position is located in the Orlando Division and provides IT support to the judges, law clerks, and Clerk's Office staff. This position 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.

Configuration and deployment of Apple mobile phones, Apple tablets, and laptops.

Install or assist in the installation of new or revised releases of software and national systems. Advise on the use of the software. Possess 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.

Provide day-to-day IT backup. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving software and computer system problems.

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

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

Recommend, receive, inventory, and configure hardware for deployment as directed by IT management.

Provide support for all IT related software and equipment.

Assist with maintenance and support of courtroom evidence presentation equipment.

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

Prepare 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 19-16"

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 Courts serve under excepted appointments and are considered "at-will" employees. They are, however, eligible for a comprehensive federal government benefits package including participation in the Federal Employees Retirement System (career employees), choice of a health benefit plan from several options, dental insurance, life insurance, long term disability insurance, long term care insurance, annual/sick leave, federal holidays, and periodic salary increases. See the United States Courts Website for an overview of Federal Judiciary 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.