



U.S. PROBATION OFFICE
DISTRICT OF HAWAII

**VACANCY ANNOUNCEMENT
NO. 2013-02**

Position:	AUTOMATION SUPPORT SPECIALIST
Salary Range:	Starting salary, dependent on qualifications CL-25: \$43,465 - \$54,357 <i>*Salary noted above includes 12.25% Honolulu, Hawaii Cost of Living Adjustment (COLA).</i>
Position Location:	United States Probation Office Honolulu, HI
Term of Employment:	Full-Time, Excepted Service, Temporary Not-to-Exceed September 30, 2013
Closing Date:	Position open until filled. Applications received by May 6, 2013 will be given priority consideration.

DEFINITION

The United States Probation Office in the District of Hawaii is a career organization focused on providing exceptional service to the court, members of the legal community and the general public. Currently, we are seeking applicants for a full-time **Automation Support Specialist** position. The Automation Support Specialist provides automation and helpdesk support for court unit staff and provides technical support in installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems, and provides technical assistance to users as needed.

REPRESENTATIVE DUTIES

These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Create user accounts and maintain associated documentation.
- Advise manager and users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.

- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties or special projects, as assigned.

REQUIRED COMPETENCIES (KNOWLEDGE, SKILLS AND ABILITIES)

- Broad knowledge of word processing software and other software applications used by the court. Knowledge of custom off-the-shelf hardware and software programs.
- Skill in performing software and hardware installation, maintenance, and troubleshooting.
- Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

QUALIFICATIONS

Qualified candidates should possess an Associates or Bachelor's degree in computer science or related area or two years of specialized experience. Candidate must have a good understanding of current computer systems and practices at a professional level; demonstrated ability to troubleshoot and repair problems with hardware and software. Knowledge of programming methodologies are a plus. Candidate also must have excellent interpersonal and organizational skills, a demonstrated ability to work in a team environment and to be effective in both oral and written communication; and demonstrated ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, deliver excellent customer service, and be service oriented. The incumbent must have the ability to work with confidential and sensitive information, ability to lift and move moderately heavy computer equipment/peripherals.

ADDITIONAL COURT PREFERRED QUALIFICATIONS

Applicants with experience in the following applications and hardware is a plus: Microsoft Windows applications and operating systems, Coldfusion, Wireless, Hyper-V, VPN Remote Access, SQL server, Informix, and knowledge of audio-video systems, videoconferencing and media streaming.

BENEFITS: The U.S. Probation Office falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under "Excepted Appointment" and are considered "At-Will" employees. Federal Judiciary benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program, Federal Employees' Health Benefits, Federal Employees' Group Life Insurance, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. An overview of Federal Judiciary benefits is accessible at: <http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

CONDITIONS OF EMPLOYMENT: Applicants must be citizens of the United States of America or be eligible to work in the United States. Candidates selected for interviews will be required to participate in appropriate testing as part of the screening process. This office may contact references of the final group of candidates and may contact former employers [*whether listed as references or not*] to seek information on past performance history. Prior to appointment and as a condition of employment, applicants considered for this position must undergo a background check. The Federal Financial Reform Act requires direct deposit of federal wages for Court employees.

TO APPLY: Qualified applicants must submit an **original and two copies** of all the following documents:

- 1) A copy of the most recent resume
- 2) Cover letter which includes a detailed narrative statement which addresses **specific** qualifications, skills and relevant experience as described in the Required Competencies section
- 3) Judicial Branch Federal Employment application (AO-78), which is available from the Hawaii U.S. District Court website: www.hid.uscourts.gov under FORMS and "Miscellaneous"
- 4) Copies of two most recent performance evaluations
- 5) Three professional references (*optional*)

You must submit **ALL** documents to be considered for this opportunity; incomplete packets will not be considered. Non-submission of the required documentation listed above or an incomplete application packet will disqualify applicant from further consideration. **NO EMAILS OR FAXES WILL BE ACCEPTED.**

Mail application packet to:

**U.S. PROBATION OFFICE
Attention: Human Resources
300 Ala Moana Boulevard, Room 2300
Honolulu, Hawaii 96850
Re: Automation Support Specialist 2013-02- CONFIDENTIAL**

Due to the volume of applications, the U.S. Probation Office will only communicate with those individuals who will be invited for personal interviews and only applicants who are interviewed will receive a written response regarding their application status. The U.S. Probation Office is not authorized to reimburse candidates for interview or relocation expenses.

The District of Hawaii U.S. Probation Office reserves the right to modify or withdraw this vacancy announcement, or to fill the position any time before the closing date, any of which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool.

AN EQUAL OPPORTUNITY EMPLOYER