



United States Court of Federal Claims

717 Madison Place NW
Washington, DC 20439

POSITION VACANCY

Announcement Number:	CFC-2024-08-IT
Position Title:	PC Systems Administrator
Open Date:	November 18, 2024
Close Date:	December 20, 2024
Type of Appointment / Position:	Permanent / High Sensitive
Grade / Salary Range:	CL-28 (\$79,339 - \$128,992)
Duty Location:	Washington, D.C. or Anywhere in the U.S. (remote with occasional travel to Washington, D.C.)
Who May Apply:	INTERNAL POSTING U.S. Citizens (or persons eligible to work in the United States)

Position Overview and Representative Duties:

The PC Systems Administrator is a member of the court's IT/Systems Office located in the National Courts Building, 717 Madison Place, NW, Washington, D.C. coordinates and oversees court unit's user endpoint systems and associated management tools. The PC Systems Administrator responsible for the provisioning, deployment, administration, and security of all user endpoint systems in use at the court. The incumbent performs routine user endpoint system administration as well as more complex system administration duties, including developing standards, coordinating, and implementing user endpoint security measures, and maintaining virtual desktop infrastructure (VDI) systems. Employees in these positions may be responsible for high-level and long-term design and analysis of court units' user endpoint systems. Their duties may also include collaborating with supervisors, managers, executives, and judges. This position will report to the Director of the IT/Systems Office.

No relocation expenses will be paid.

General Experience:

The candidate must have IT support experience and a performance history that demonstrates outstanding customer service and troubleshooting skills. The ideal candidate will have appropriate tact to interact directly with the court's judges and special masters, their chambers personnel, and court staff in order to gather requirements, troubleshoot software errors, and provide support for their technical needs. The candidate should also have an innate sense of follow-through, team spirit, and professional responsibility for the quality of one's work.

- Provide technical expertise as a team member in the development and operational support of the court's systems and services.
- Perform server troubleshooting and triage during service failure scenarios and participate in detailed investigations to determine root cause and corrective actions.
- Develops and deploys secure baseline operating system images/installation templates for PCs, laptops, thin clients, virtual desktops, tablets, mobile telephones, and other user endpoint systems.
- Maintains and supports the court's deployment and management applications for the deployment and management of user system endpoints.
- Ensures effective and efficient user endpoint maintenance and security vulnerability mitigation to help improve availability and performance of user endpoint systems.
- Provide hardware and software support for Windows PC, Dell ThinOS, and Apple IOS, operating system environments.

- Provide troubleshooting support for the court's virtual desktop environment including pool and other resource management.
- Analyze and research procurement needs relating to the purchase of new user endpoint systems including software and ancillary equipment.
- Create and maintain documentation for user endpoint systems management and deployment, as well as user documentation and guides.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving user endpoint system problems.
- Create user accounts and assign system rights.
- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems.
- Develop and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Recommend, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems.
- Coordinate and link computer systems within an organization to increase compatibility and share information. Determine computer software or hardware needed to set up or alter systems. Train users to work with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems and replace defective components. Maintain and administer user endpoint systems and related management tools, including computer hardware, systems software, and all configurations. Recommend changes to improve systems and configuration, as well as determine hardware or software requirements related to such changes. Maintain the security of user endpoints.
- Performs other related duties as required.

IT experience in federal courts, law firms, or other legal environments is highly desirable, as is training and/or experience with managing desktop PCs, laptops, Apple iPhones and iPads. The ideal candidate will have training and/or experience with, Windows 10/11, VMWare View, Kace SDA/SMA. Experience with other systems used for user endpoint deployment, management, security, and other areas relevant to the position is also desired.

The successful candidate must be a self-starter as well as detail oriented. Candidate must also be highly organized and tactful, possess good judgment, poise and initiative, and maintain a professional appearance and demeanor at all times. Candidate must have strong prioritizing and problem-solving skills, solid communication skills (written & oral) and be able to communicate effectively with persons within the court as well as with persons outside the court. A demonstrated ability to work harmoniously with others in a team environment and to exhibit a professional manner at all times is essential.

Required Qualifications:

To qualify at the CL 28 level: Two years of specialized experience equivalent to work at CL-27.

Preferred Qualifications:

The court requires the candidate to have a Bachelor's degree in Computer Science or a related field. Five (5) years of specialized experience which demonstrates working knowledge, skills, and abilities to successfully perform the duties of the Programmer/Analyst may be substituted for the degree requirement.

Benefits:

11 holidays • 13-26 days annual leave (increases with service) • 13 days sick leave • Federal Employees Retirement System • Thrift Savings Plan • Commuter Benefit Program/Metro Transit Subsidy Program • Flexible Spending Accounts • Insurance available for health, dental, vision, life, and long-term care.

How to Apply:

Ensure that your application package contains the following required documents:

- **Cover Letter** (include the Announcement Number and the position title and address your qualifications relating to the duties and responsibilities of this position);
- **Resume;**

- **Form AO78 Federal Judiciary Application Form** which can be found at: www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf;
- **Three (3) business/professional references** with name, affiliation, and contact information;
- **Salary History** for prior three (3) years;
- If a current Federal Civilian Employee, your **latest Personnel Evaluation** and your **latest SF-50**; and,
- If a current or recently discharged or retired military member, your **latest Officer Evaluation Report (OER), Enlisted Evaluation Report (EER) or equivalent, and a copy of your DD Form 214.**
- All documents must be in PDF format and are to be e-mailed. Zip files and faxes will not be accepted.

Please combine all the documents into a single Adobe PDF format file and send to: uscfcjobs@ao.uscourts.gov. Please include the Title and Job Announcement Number in the subject line.

What to Expect Next

- The court will conduct an evaluation of each applicant's qualifications and materials after receipt of a complete application package.
- Applicants selected for an interview will be contacted. Interviews may commence immediately.
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.
- This is an "Excepted Appointment" and an "At Will" position. Federal Government Civil Service classifications or regulations do not apply.
- All appointments are subject to a full background check including an FBI Fingerprint Background Check, as well as periodic reinvestigation.
- If offered employment, such employment shall be provisional pending our receipt of the results of a mandatory Fingerprint and Background Investigation. Until the background investigation is satisfactorily completed, we may only hire you provisionally. The provisional nature of your hiring, however, will not affect your start date, salary, or other benefits.
- No phone calls please. Only those candidates selected for interview will be contacted.
- The United States Court of Federal Claims is an Equal Opportunity Employer.