



United States District Court, Northern District of Indiana
204 S. Main Street
South Bend, IN 46601
www.innd.uscourts.gov

Vacancy Announcement Number: 2023-04

VACANCY NOTICE	
Position Title: Automation Support Specialist	Opening Date: May 4, 2023 Closing Date: Open until filled. First consideration given to applications received by May 18, 2023.
Appointment Type: Full-Time, Regular, Excepted Service	
Duty Station: South Bend, Indiana	
Classification: CL 25* *Promotion potential to CL 26 without competition.	
Salary Range: CL 25 Starting \$45,682 - \$57,118 / Earning Potential \$74,271 <i>Starting salary is commensurate with work experience, education, qualifications, funding, and local court policy. Salary range exhibits full earning potential of position using current Pay Table. Generally, applicants start in the low to middle of the starting range.</i>	

Introduction:

The United States District Court for the Northern District of Indiana is accepting applications for the position of an Automation Support Specialist. The district has three divisions: Hammond, South Bend and Fort Wayne. The Hammond division has offices in Hammond and Lafayette. 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. The Automation Support Specialist is a member of the Court's information technology team, reports to the Systems Manager, and is expected to participate in ongoing training and professional development. The position may require lifting and moving of moderately heavy items, such as computers and audio equipment. Performing duties during

non-business hours will be required. Regular travel and occasional overnight travel to all divisions is a requirement of the position.

Duties and Responsibilities:

The incumbent is responsible for the smooth operation of technology used in a courtroom environment, as well as ensuring all users of courtroom technology are adequately trained in its use. Guidance and support are offered to judges and support staff of the court, miscellaneous bar groups, and various federal agencies who might use the court's technology. The incumbent also supports daily operation of end-user computers and technology equipment. Responsibilities of this position include, but are not limited to:

- 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.
- Configure and deploy mobile devices such as phones, tablets, and laptops.
- Act as a technical expert in solving more complex system problems. Provide in-person trouble-shooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Research new technology and 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 managers 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 day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations.
- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Work to develop knowledge of the functions, policies, and procedures of the court unit.
- Assist in procurement, inventory, and accountability of all technology equipment.
- Support and troubleshoot electronic courtroom presentation equipment, video conference, and sound system equipment. Provide training to staff and others on use of courtroom equipment and applications, as needed.
- Perform other duties as assigned.

Qualifications, Skills and Requirements:

The incumbent should have a thorough knowledge of computer processes and hardware/software capabilities, including programming languages and database management software. Broad knowledge of word processing software and other software applications used by the court. Knowledge of custom off-the-shelf hardware and software programs. Knowledge of the case management system. Ability to implement, operate, and document information technology systems, considering both hardware and software. Skill in

performing software and hardware installation, maintenance, and troubleshooting. Skill in training court personnel in relevant hardware and software programs. Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop. The demands of the position also require an individual who is adaptable to varied responsibilities and skills:

- Self-motivated;
- Possess strong interpersonal skills;
- Ability to work well in a team environment;
- Ability to consistently demonstrate sound ethics and judgment;
- Take on new duties with a positive and creative attitude;
- A consistent past employment record;
- Ability to think through, analyze, and interpret written communications;
- Ability to multi-task and prioritize tasks and work assignments;
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand;
- Provide excellent customer service;
- Ability to research and resolve difficulties while complying with regulations, rules, and procedures;
- Demonstrated experience in project management;
- Strong organizational skills and attention to detail; and
- A professional demeanor and appearance appropriate for a law or professional office environment.

Applicants must have an associate degree from an accredited school in a related field and must have two years of specialized experience. Specialized experience is progressively responsible experience in or closely related to the work of the position that has provided the particular knowledge, skills, and abilities to successfully perform the duties of the position. This includes technical aspects of data processing, office automation, and data communications and their applications, terminology, and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. This position requires the ability to lift a minimum of 50 pounds, and the physical mobility to access equipment wherever it may be positioned (e.g., under desks, on racks, etc.). Prior in-person experience in a professional setting is desired. Bachelor's degree preferred.

EMPLOYEE BENEFITS

The Federal Judiciary offers a comprehensive and diverse benefits package that includes paid federal holidays, annual and sick leave accrual, a Basic Benefit Plan (Annuity), and a defined contribution retirement savings and investment plan with capped matching employer contributions. Benefits also include the option of participating in an employer subsidized Federal Employees Health Benefits (FEHB) Program and Federal Employees Group Life Insurance (FGLI) Program. Additional supplemental benefits include the Federal Employees Dental and Vision Insurance Program (FEDVIP), a Commuter Benefit Program; and a Flexible Benefits Program. A Public Service Loan Forgiveness Program is available to certain eligible full-time employees with qualifying student loans. Time-in-service credit is available to employees of other federal agencies, as well as for those with prior military service, for determining leave accrual and retirement benefits. See the United States Courts website for an overview of [Federal Judiciary benefits](#).

CONDITIONS OF EMPLOYMENT

Judiciary employees are required to adhere to the [Code of Conduct for Judicial Employees](#). This position is classified as a high-sensitive position within the federal judiciary. As a condition of employment, the selected candidate must successfully complete a background investigation with periodic updates every five years thereafter. Employee will be hired provisionally pending results of the background investigation and retention will depend upon a favorable suitability determination. Applicants must be United States citizens

or eligible to work in the United States. All application information is subject to verification. Judicial Branch employees of the United States District Court are excepted service appointments, are not under the Civil Service System, are not subject to the employment regulations of competitive service and are “at-will” employees who can be terminated with or without cause by the Court. The successful candidate for this position will be required to comply with any court policy in place regarding vaccination and exemptions. This position is subject to mandatory electronic fund transfer participation for payment of net pay.

HOW TO APPLY

Qualified applicants are invited to submit a cover letter, Résumé and Application for Judicial Branch Employment [Form AO-78 \(Federal Judicial Branch Application for Employment \(uscourts.gov\)\)](#). The selectee for this position is subject to a criminal record check and satisfactory adjudication by the employing office to be eligible for employment. However, candidates for this position will not be asked about their criminal history *prior* to receiving a tentative offer of employment. Therefore, candidates completing the AO-78 for this position are not required to complete questions 18-20 regarding criminal history at the time of application. Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination. Providing false and/or misleading information may be grounds for removal from the application and selection process, as well as disciplinary action if discovered after an individual’s date of hire. Submit **all** material in a **single pdf** via email to humanresources@innd.uscourts.gov, referencing the Vacancy Announcement Number in the subject line. **For first consideration, all application packets must be received by 5:00 p.m. ET on May 18, 2023. Incomplete packets will not be considered.** Verification of employment, education, and reference checks will be made prior to any offer of employment.

Applicants scheduled to interview should advise Human Resources if any accommodation will be necessary. Participation in the interview process will be at the applicant’s own expense. The Court will not pay for relocation expenses. *Only those applicants selected for an interview will be contacted.*

The District Court of Northern Indiana reserves the right to fill the position earlier than the closing date, modify the conditions of this job announcement, and/or to withdraw it. More than one position may be filled from this announcement. Additionally, the Court reserves the right to reopen the posting to solicit applications from additional applicants should the Court deem this necessary. If a subsequent vacancy in a similar classification becomes available within a reasonable time of this announcement, the Court may elect to select a candidate from the original qualified applicant pool without further advertisement and competition. Any such actions may occur without prior written or other notice.

Indiana Northern District Court is an Equal Opportunity Employer.