

**UNITED STATES BANKRUPTCY COURT
WESTERN DISTRICT OF NORTH CAROLINA**

POSITION TITLE: Information Technology Support Specialist

LOCATION: Charlotte, North Carolina

CLOSING DATE: Friday, September 27, 2019

STARTING SALARY: \$60,238 or higher based upon experience. Includes generous benefits package.

Notice of Vacancy:

The United States Bankruptcy Court for the Western District of North Carolina has an immediate opening for an Information Technology Support Specialist. The incumbent will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs.

Representative Duties:

- Respond to IT help requests, solve and document accordingly.
- Deploy hardware, software and accessories to end users.
- Create and maintain systems and procedures documentation.
- System upgrades/patching and repairing as needed.
- Follow and maintain local hardware, software, and OS installation procedures.
- Verify both security and usability of new software requests.
- Account management and password assistance.
- Provide support for remote access.
- Maintain backup systems.
- Assist users with web access.
- Monitor and test telephone conference systems.
- Audio files system maintenance.
- Update website.
- Process external data requests/transmissions.
- Travel to divisional offices.
- Other duties as assigned

Qualifications:

Candidate must possess a Bachelor's degree in an Information Technology or Engineering related field. One year of specialized experience that is, or closely related to,

the work of the position and which has provided the knowledge, skills and abilities to successfully perform the duties of the position, is preferred.

Required Skills:

Candidate must have knowledge and experience with Apple products/software, Windows/Active Directory, and a familiarity with Linux based systems. Knowledge and experience with programming, scripting and systems administration. Incumbent must be highly motivated and personable. Must demonstrate ability to be a self-starter, work with a strong attention to detail, demonstrate flexibility, and deliver work timely. Must communicate effectively, both orally and in writing. Must be able to lift and move moderately heavy items, such as audio/visual equipment or computer equipment.

How to Apply

Applicants who meet the qualifications must submit in **one PDF attachment**:

- Cover letter
- Resume
- AO-78 Application for Judicial Employment, which can be found at www.ncwb.uscourts.gov

INCOMPLETE APPLICATION PACKAGES WILL NOT BE CONSIDERED

Complete application package should be submitted as **one PDF attachment** via email to employment@ncwb.uscourts.gov by close of business on Friday, September 27, 2019

Any applications received after the closing date will not be considered.

Benefits:

A generous benefits package is available and includes the following:

- A minimum of 10 paid holidays per year
- Paid annual and sick leave
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in Federal Employees' Health Benefits
- Optional participation in Supplemental Dental and Visions insurance
- Optional participation in Federal Employees' Group Life Insurance
- Optional participation in Flexible Benefits Program
- Optional participation in Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service

INFORMATION FOR APPLICANTS:

Applicants must be U.S. citizens or eligible to work in the United States.

The candidate selected for this position is subject to a full fingerprint and background records check, a six-month probationary period, and mandatory electronic direct deposit of salary payment.

Employees are required to adhere to the Code of Conduct for Judicial Employees.

Employees of the Bankruptcy Court are EXCEPTED SERVICE APPOINTMENTS. Excepted service appointments are “at will” and can be terminated with or without cause by the court.

The Bankruptcy Court is an Equal Opportunity Employer.

Due to the volume of applications received, the Court will only communicate with those individuals invited for an interview.