



**UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
PROBATION OFFICE
Tampa, FL**

VACANCY ANNOUNCEMENT

Automation Support Specialist

No 2017-11

\$39,796 - \$49,765 (CL 25 1- CL 25/25) *

Opens: **July 6, 2017** Closes: **until filled**

Priority consideration will be given to applications received by July 28, 2018

***Promotional potential to CL 26 without further advertising based on performance and funding.**

Position Overview:

The Automation Support Specialist provides automation and helpdesk support for the probation office 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.

Representative Duties:

Provide information and assistance to 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 trouble-shooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.

Create user accounts and maintain associated documentation. Provide input and recommendations regarding IT related projects.

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 and assists with the completion of physical inventory sightings of information technology equipment.

Assist with office moves, reconnecting equipment in new locations.

Perform other duties as assigned.

Qualifications: Must be a high school graduate or equivalent, with education beyond high school preferred. Two years of specialized experience relating to PC maintenance and repair, trouble shooting, and resolution of technical issues.

Excellent customer service skills, flexibility and a strong work ethic. Strong problem resolution skills with ability to meet recurring deadlines. The ability to work independently and in a team oriented environment is essential.

Excellent written, oral, and interpersonal communication skills required, with an exceptional ability to communicate technical concepts to Court staff.

Court Preferred Skills:

Proficiency in MS Word, MS Excel, MS Server Active Directory, MS IE Browser Connectivity, Windows 7, Windows 10, and Adobe Acrobat. Basic to intermediate knowledge of MS SQL Server,

webpage connectivity knowledge equivalent to a junior web programmer, and popular scanning software(s) for document imaging, storage, and subsequent retrieval.

Experience supporting and troubleshooting audio visual video conference systems, multifunction copiers (scanner, fax, copier), PC Laptops/Desktops, Network File Servers and Web Servers, Apple iPhone, Apple iPad, Fujitsu Scanners, and VOIP Phone System (Cisco).

Desirable Personal Characteristics:

The successful candidate must: be detailed-oriented and highly organized with strong project management skills; be dependable and have the ability to work independently; be a problem solver who is results oriented; possess skill in advising non-automation personnel in automation techniques and processes; hold him/herself accountable to high professional standards of performance and conduct.

Incumbent must be a perennial learner with the desire to be an expert in their field.

Conditions of Employment:

The selectee will be appointed provisionally, pending the results of an FBI background investigation and a favorable suitability determination by the Chief Probation Officer. The incumbent will also be subject to periodic reinvestigations.

Applicant must be a U.S. citizen or a permanent resident seeking citizenship.

Work is performed in an office setting; physical effort involved in moving, connecting, lifting or troubleshooting. Travel maybe required to other offices in the district and to other locations for training. Evening and weekend work may be required.

Benefits:

- Paid sick and vacation
- Participation in health insurance program
- TSP (similar to a 401K)
- Minimum of 10 paid holidays
- Salary progression based on acceptable performance
- Mandatory Electronic Fund Transfers

Application Procedure:

Candidates must submit a cover letter, application, and resume to: hr_mail@flmp.uscourts.gov
Please reference vacancy announcement **No. 2017-11** in the subject line of the email.

To obtain a copy of the application, paste this link into your browser address bar.

<http://www.flmp.uscourts.gov/sites/flmp/files/application.pdf>

* Starting salary commensurate with work experience, previous federal government service, and prior pay history.