



UNITED STATES BANKRUPTCY COURT DISTRICT OF HAWAII

VACANCY ANNOUNCEMENT NO. 2022-01

Position:	AUTOMATION SUPPORT SPECIALIST
Classification Level:	Court Personnel System (CPS) Classification Level 24/25
Terms of Employment:	Full-time, excepted service permanent position
Starting Salary Range:	\$41,053 - \$73,739 (20.40% Locality Pay Included) (plus Cost of Living Adjustment (COLA) – currently 9.75%, subject to change), Hawaii – Table HI. Starting salary commensurate with experience and qualifications in accordance with guidelines of the Administrative Office of the United States Courts and court budget.
Position Location:	Clerk's Office United States Bankruptcy Court, District of Hawaii 1132 Bishop Street, Suite 250 Honolulu, Hawaii
Number of Positions:	1
Closing Date:	May 13, 2022

The Clerk's Office of the United States Bankruptcy Court is a career-oriented organization focused on providing exceptional service to the court, members of the legal community, and the public. We currently are seeking applicants for a full-time **Automation Support Specialist** position.

The position reports directly to the IT Manager and is primarily responsible for automation and helpdesk support for court unit staff, and 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 court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems. 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 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.
- Perform IT-related purchasing, ensuring procurement rules and regulations are followed.
- Occasional after-hours work is required. Employee may be required to lift and move moderately heavy items, such as computer equipment.
- Create and maintain local court forms from off-the-shelf software, such as Dreamweaver.
- Maintain the court's CM/ECF dictionary.
- Perform other duties as assigned.

Qualifications

- Bachelor's degree from an accredited college or university in a relevant field of study.
- At least one (1), but preferably two (2) years of specialized experience which provided the candidate with progressively responsible experience that is in, 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, including:
 - Progressively responsible experience providing end user technical support, troubleshooting and configuring hardware and software problems.
 - Experience in configuring, installing and supporting desktop and laptop/tablet computers and related peripheral devices, as well as mobile computing devices (specifically Apple iOS devices) is essential.
 - Experience in end user support of Microsoft Office enterprise software products including the Office 365 application suite (Word, Excel, Outlook, OneDrive, OneNote, etc.)

Preferred Qualifications

- Administrative experience in a federal court.

Other Qualifications

- Highly motivated, personable, dependable, adaptable, and able to remain calm under pressure.
- Ability to communicate effectively (orally and in writing) to end users in a manner they can understand, function well both independently and in a team environment, and provide excellent customer service to a wide variety of people with tact and courtesy.
- Strong organizational skills, including the ability to handle multiple assignments and prioritize work.
- Demonstrated ability to be a self-starter, work with a strong attention to detail, deliver work timely and demonstrate flexibility.
- Ability to maintain strict confidentiality and demonstrate sound ethics and good judgment.
- A professional demeanor and appearance appropriate for a court environment is required.

Benefits

The Bankruptcy Court falls within the Judicial Branch of the United States Government. Judiciary employees serve under “Excepted Appointment” and are considered “At-Will” employees. As such, employment may be terminated by either the employer or the employee with or without cause. Federal Government Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other Federal Government employees. These 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 (like a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of Federal Judiciary Benefits.

Employment Requirements

- Applicants must be United States citizens, lawful permanent residents actively seeking citizenship, or otherwise eligible to work in the United States.
- The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment.
- The ability to maintain confidential information and abide by Judiciary ethical standards; all court employees are required to adhere to the *Code of Conduct for Judicial Employees*.
- Electronic Funds Transfer (EFT) for payroll deposit is required.
- **The selected candidate must be fully vaccinated against the COVID-19 virus by commencement of employment.** Full vaccination against COVID-19 occurs two weeks after a person has received the second dose of the Pfizer or Moderna vaccine or two weeks after a person has received a dose of the Johnson & Johnson vaccine, unless a different standard is issued by the Centers for Disease Control and Prevention (CDC).

Application Process

Each of the following must be submitted with all items included in a single PDF:

1. Letter of interest;
2. Current resume;
3. Completed and signed “**AO-78 Judicial Branch Application for Employment**” (Form may be downloaded from <http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>); and
4. List of three professional references with contact information. Please note that submission of these references is the applicant’s consent to those references being contacted.

Application packages must be emailed to: hr@hib.uscourts.gov with the subject line, “**Automation Support Specialist #2022-01, (your name)**” and will not be considered complete unless **all** items have been received. Incomplete application packets will disqualify applicants from further consideration.

Preference will be given to the application packages received by **May 13, 2022**. The court 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. Interview and relocation expenses will not be reimbursed.

The United States Bankruptcy Court reserves the right to modify the conditions of this announcement, withdraw the announcement, or fill the position earlier than the closing date, any of which may occur without prior written notice. Future vacancies may be filled without future advertisement.

THE BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER