



## VACANCY ANNOUNCEMENT

### UNITED STATES DISTRICT COURT WESTERN DISTRICT OF PENNSYLVANIA

Address: Joseph F. Weis Jr. Courthouse  
700 Grant Street, Suite 3110  
Pittsburgh, PA 15219

Website: [www.pawd.uscourts.gov](http://www.pawd.uscourts.gov)

**Position:** Systems Specialist  
**Vacancy:** 24-04  
**Position Location:** Pittsburgh, Pennsylvania  
**Anticipated Starting Salary:** CL 26, \$54,622 - \$88,754 (depending on qualifications)  
*Appointment at CL 26 has future promotion potential to CL 27 (\$59,997 - \$97,536) without further advertisement.*  
**Application Deadline:** Open until filled. Preference will be given to those applications received by March 29, 2024.

#### Overview

Our IT Systems Specialist delivers tailored technical support to judges, chambers support staff, and clerk's office personnel, offering expertise in IT systems, hardware, and software assistance. The Systems Specialist is responsible for planning, research, installation, maintenance, support and training for courtroom audio/video systems and services. Responsibilities include courtroom sound, streaming audio and video, video/electronic evidence presentation equipment, displays, recording and video conferencing equipment at multiple court locations within the district. [Click here](#) to view a brief video about information technology careers.

This position will be based in the Pittsburgh, PA Courthouse, but the incumbent will serve as part of the district-wide IT team responsible for supporting all divisional offices (Pittsburgh, Erie, and Johnstown). The work will be performed in an office setting and is only eligible for limited telework operations. Travel to other divisional offices, which may require overnight lodging may be required. Occasional emergency and after-hours coverage may be required.

#### Representative Duties

- Provide information and assistance to court staff via the IT helpdesk for courtroom and general technology issues. Troubleshoot and provide guidance on technical program problems while logging assistance requests and prioritizing the users need for immediate or subsequent assistance.
- Handle relocation, movement, and installation of end-user computer hardware and peripherals.
- Assist in the development and instruction on procedures for coordinating video and teleconference for the court. Coordinates video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Provide support for video and audio teleconferencing technologies, including in-person support for court proceedings and events which utilize such technologies.

- Provide on-site repair, reconfiguration, adjustments and replacement of audio/visual equipment and supplies. Troubleshoot devices at the hardware level. Configure devices and systems for proper operation.
- Maintain the operation of applications on desktop, laptop, and mobile devices (including but not limited to operating systems Windows Operating Systems, macOS, Apple iPhones, iPads, and iOS mobile devices).
- Assist with troubleshooting and end-user operational use of Courtroom Technology. Including the management and setup of audio-visual hardware and software in courtrooms and training rooms. Assisting in the development and maintenance of new and existing evidence presentation equipment.
- Assist with coordinating, establishing, and managing teleconferencing and videoconferencing utilizing applications such as Microsoft Teams, and Zoom.
- Perform other related duties or special projects as assigned. Technology trends and infrastructure change over time, and skill sets must refresh as operational needs change.

### **Qualification Requirements**

CL 26, Applicants for this position should possess a minimum of a high school diploma or equivalent, two years of general experience and a minimum of one year of specialized experience\*.

General experience means progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the position's duties.

#### **Educational Substitution**

Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Education may not be substituted for specialized experience because administrative court support positions require hands-on experience to be credited as specialized experience.

\*Specialized experience is progressively responsible experience in or closely related to the position's work that has provided the particular knowledge, skills, and abilities to perform the position's duties successfully.

Additionally, this position requires the following:

- Ability to provide support during non-business hours (i.e., evenings, weekends) as required for projects or special events.
- Ability to lift up to 40 pounds and move light equipment as required.
- Ability to travel to multiple locations within the Western District to Pennsylvania on short notice.

### **Preferred Qualifications/Court Preferred Skills**

- A bachelor's degree in computer science or a related field is preferred.
- Excellent customer service skills and a detail-oriented focus.
- Ability and desire to work well with a wide variety of end-users with differing needs and experiences.
- 3 – 5 years of relevant experience preferred.
- Proven experience in IT support, preferably in a legal or courtroom setting.

- Strong technical skills in hardware and software installations, configurations, and troubleshooting.
- Experience supporting mobile devices, including tablets and smartphones.
- Ability to analyze, evaluate and determine audio/visual needs and plan solutions to meet those needs.
- Experience troubleshooting complex software configurations that require multiple dependencies to operate.
- Thorough knowledge of audio/visual systems, audio/visual distribution systems, video conferencing systems, digital video camcorders/recording equipment, A/V and data cabling, and A/V infrastructure. Working knowledge of A/V control programming.
- Significant experience in hands-on, field-level troubleshooting, repair, adjusting/tuning, and replacement of A/V components,
- Working knowledge of IP networking concepts including IP addressing, VLANs, data switch configuration, and basic troubleshooting.

### **Benefits**

Employees are eligible for a full range of benefits to include retirement, health and life insurance, flexible benefits, long-term care insurance, paid holidays, and annual and sick leave accrual. [Click here](#) for additional information. The Court offers Public Transit Subsidy in accordance with local policy and dependent upon availability of funding.

### **Telework**

After six months of employment, successful training and meeting performance standards, employees may be eligible for telework opportunities as outlined in the Court's Telework Policy.

### **Background Investigation**

This position is classified as a high-sensitive position which requires the selected candidate to submit to a five-year background investigation which will include a criminal history, credit and FBI fingerprint check as a condition of employment with periodic updates every five years thereafter. The selected candidate will be hired provisionally pending the successful completion of the required background check and favorable employment suitability determination.

### **Applicant Information**

Employees must adhere to a [Code of Conduct](#). The Court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are required to use electronic funds transfer for payroll deposit. 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 may occur without prior written or other notice. In the event a position becomes vacant in a similar classification within a reasonable time from the original announcement, the Clerk of Court may select an appointee from the candidates who responded to the initial announcement without posting the vacancy.

### **How to Apply**

Apply only through the court's online application tracking system which is accessed at the Employment Section (Court Info) of the Western District of Pennsylvania website: [Click here](#) Please submit the following: a cover letter stating the reason for your interest in the position; a

resume, including complete employment, educational history, skills, and experience; and a completed Application for Judicial Branch Federal Employment, AO78, which can be downloaded when applying or [Click here](#) Applicants will receive an email confirmation upon receipt. Incomplete applications will not be considered. Only candidates selected for interview will be notified and must travel at their own expense. Relocation expenses will not be reimbursed.

### **District Overview**

The District's jurisdiction encompasses the 25 western counties of Pennsylvania, with courthouses located in Erie, Johnstown and Pittsburgh. The District is comprised of United States District Judges, United States Senior District Judges, United States Magistrate Judges and approximately 165 employees.

*The United States District Court, Western District of Pennsylvania, is an Equal Opportunity Employer and values diversity in the workplace.*