

U.S. DISTRICT COURT, MIDDLE DISTRICT OF TENNESSEE
OFFICE OF THE CLERK OF COURT

POSITION DESCRIPTION

Position Title: Automation Support Specialist CL/24-25
Starting Salary: \$31,673
Date: September 2007
Reports To: Systems Manager
Application Deadline: 5:00 PM CT - Friday, November 2, 2007

POSITION PURPOSE:

This position is located in the district court clerk's office. The Automation Support Specialist is responsible for the day to day helpdesk duties. In addition, the incumbent also provides general automation support to both chambers and administrative staff and serves as a backup to system administration.

REPRESENTATIVE DUTIES:

1. Helpdesk:

- a. Will provide first tier end user support for IT related issues.
- b. Document helpdesk calls and solutions in a ticket system to provide an ongoing resource for systems staff to resolve known issues in a streamlined fashion.

2. PC, Network and Systems Support:

- a. Provides network and PC troubleshooting support to both chambers and administrative staff on hardware and software applications deployed in the District Court. Installs new PC hardware, upgrades existing hardware and software and performs user moves.
- b. Assists financial staff in the procurement of new equipment, software and supplies.
- c. Assists upper level systems staff with automation projects and support.
- d. Trains end users on VPN, RDP and other aspects needed for remote work environments.
- e. Assists end users with software such as Windows XP, WordPerfect, Lotus Notes, Microsoft Office, Internet Explorer and court created applications.
- f. Change and verify integrity of backup tapes and processes.

- g. Backup other systems staff when needed.

3. Audio Visual and Telecommunications

- a. Provides troubleshooting support to administrative staff on standard audio equipment, computer based streaming audio, digital recording technologies and ELMO presentation systems deployed in the District Court courtrooms. Installs upgrades and assists with training of administrative staff and attorneys.
- b. Provides telecommunications support for chambers and clerk's office. Also supports user moves on telecommunications systems.

JOB REQUIREMENTS:

The position requires working knowledge and understanding of Microsoft Windows client and server operating systems, Linux, Microsoft Active Directory, Microsoft Office, Corel WordPerfect, web administration and design, local area networks, wide area networks, switches, VoIP, telephony, A/V equipment, helpdesk software and PC hardware and accessories. The position requires excellent interpersonal skills.

SCOPE AND EFFECT OF WORK:

The incumbent is responsible for participating in major network and automation projects that involve a wide variety of hardware, software, support and user services. The incumbent is also responsible for working on projects and systems which national systems shared by other court units within and outside of the building. The incumbent's work mainly involves tier 1 helpdesk support and assistance to upper level systems staff. The incumbent may be called upon to work other duties as assigned when needed.

COMPLEXITY:

The work consists of varied duties requiring different processes applied to a broad range of activities and substantial depth of analysis/troubleshooting of technical problems. Decision-making involves independent judgment to apply a workable approach or methodology to complex and simple situations that are impacted by rapid technological change, conflicting requirements and unknown phenomena. The incumbent must utilize a variety of sources such as internal and external Listserv's, publications, training seminars, books etc. for the purpose of maintaining and increasing knowledge on state-of-the-art technology, development platforms, system design methodologies and techniques. Finally, the incumbent must handle multiple demands simultaneously from users and equipment, which also adds to the complexity of the job.

WORK PARAMETERS:

The manager outlines overall objectives and available resources. The incumbent and manager, in consultation, discuss time frames, scope of the assignment including possible stages, and possible approaches. The incumbent:

- A. advises of the most appropriate principles, practices, and methods to apply in all phases of assignments, including the approach to be taken, degree of intensity, and depth of research in management advisories;
- B. frequently interprets regulations on his/her own initiative, applies new methods to resolve complex and/or intricate, controversial, or unprecedented issues and problems, and resolves most of the conflicts that arise; and
- C. keeps the manager informed of progress and of potentially controversial matters.

The manager reviews completed work for soundness of overall approach, effectiveness in meeting requirements or producing expected results, the feasibility of recommendations, and adherence to requirements.

The incumbent uses a wide variety of reference materials and manuals; however, they are not always directly applicable to issues and problems or have gaps in specificity. Precedents are available outlining the preferred approach to more general problems or issues. The incumbent uses judgment in researching, choosing, interpreting, modifying, and applying available guidelines for adaptation to specific problems or issues.

PERSONAL INTERACTIONS:

The incumbent works with other IT staff both inside and outside the immediate office, as well as non-technical court staff (including judges, court unit executives, managers, and supervisors) to plan, coordinate, or advise on work efforts, and to identify options to resolve problems. The incumbent also provides personal and group instruction on use of programs and equipment as needed.

ENVIRONMENTAL DEMANDS:

Work is performed in an office setting. Some physical effort, including bending, grasping and lifting may be involved in moving, connecting or troubleshooting equipment. Maintenance and support of software and hardware requires work outside of normal business hours. Occasional travel and work in divisional offices is required. Work in the IT department is demanding work that requires one to handle multiple tasks and to be a capable, self-sufficient problem solver.

A background investigation will be required of all applicants.

A cover letter, résumé and completed Judiciary Application form should be emailed to mark_blazenyak@tnmd.uscourts.gov before the application deadline. The Judiciary Application is available at: http://www.tnmd.uscourts.gov/job_application

THE U.S. DISTRICT COURT, MIDDLE DISTRICT OF TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER.