



CAREER OPPORTUNITY
UNITED STATES BANKRUPTCY COURT
EASTERN & WESTERN DISTRICTS OF ARKANSAS

Position Title: Information Technology (IT) Support Specialist #23-C01

Duty Station: 300 W. 2nd Street, Little Rock, Arkansas

Position Type: Full-Time, Permanent

Salary Range: CL 26 - 27 (\$50,316 - \$62,898) to (\$55,266 - \$69,107) (depending on qualifications) *This is a career ladder position with promotional potential to the CL 27 level without further competition at the discretion of the court.*

Closing Date: Open until filled. Priority consideration given to applications received by April 10, 2023.

The Clerk's Office of the United States Bankruptcy Court for the Eastern and Western Districts of Arkansas is accepting applications from qualified applicants for the position of IT Support Specialist in our Little Rock office.

Position Overview:

The IT Support specialist is responsible for providing technical support for the Bankruptcy Court Clerk's Office, Judges, and Chamber's staff located in the Little Rock and Fayetteville office. The IT Support Specialist reports to the Systems Manager and supports all aspects of Information Technology, including, but not limited to networks, servers, desktops, mobile devices, telecommunications, courtroom technology, information security, and training.

Summary of Job Duties and Responsibilities:

- Responds, evaluates, and prioritizes incoming telephone, email, and in-person requests for assistance on hardware, software, and network issues.
- Provides support for mobile devices and remote access.
- Ensures new and existing employees have required equipment.
- Maintains communication throughout projects and aligns expectations with deliverables.
- Provides end-user training.
- Responsible for configuration and installation and support of Microsoft Windows.
- Responsible for support of computer hardware and peripheral devices.
- Creates documentation, instruction materials and reference guides.

- Telecommunication support such as configuring and installing IP phones.
- Occasional off-hour work and travel required.
- Performs other duties as assigned.

Qualifications:

- High school graduate or equivalent with two years of experience working as a member of a helpdesk, installing, repairing, upgrading, and troubleshooting Windows desktops and laptops.
- Bachelor's degree from an accredited 4-year college or university in Computer Science, Information Systems, or related discipline is preferred.
- Excellent customer service skills and strong oral and written communication skills.
- Knowledge of Windows, Active Directory, O365/Office/Teams/Outlook.
- Familiarity with systems management and automating tools such as KACE, Splunk.
- Troubleshooting of LAN/WAN, WiFi, and remote access connectivity.
- Experience with systems such as Drupal and SharePoint.

Benefits: Retirement, subsidized life and health insurance, 11 paid holidays, a generous annual and sick leave program (13 days each – first year), Thrift Savings Plan, periodic salary increases, and pre-tax flexible spending accounts for medical and dependent care. Detailed information on benefits and compensation can be found at <https://www.uscourts.gov/careers>.

Other Requirements: The position is subject to mandatory Electronic Funds Transfer of net pay. The position is a Sensitive position within the federal judiciary. Employment will be considered provisional pending successful completion of a background check. Employees of the judiciary are at-will employees. Judiciary employees are required to adhere to the Judicial Code of Conduct. Applicants must be citizens of the United States or be eligible to work in the United States. Employee will be required to serve a probationary period.

Qualified applicants may submit a resume and cover letter to:

Human Resources (#23- C01)
U.S. Bankruptcy Court
300 W. 2nd Street
Little Rock, AR 72201

NO PHONE CALLS, PLEASE

** The Court is an Equal Opportunity Employer**