

UNITED STATES DISTRICT COURT - EASTERN DISTRICT OF VIRGINIA

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JOB OPPORTUNITY NUMBER: FY 17-009R

★ **POSITION: IT Training Specialist**

LOCATION: Norfolk or Richmond, VA

Opening Date: May 30, 2017

**Closing Date: Open until filled
Applications received by June 9th
will receive first consideration**

CLASSIFICATION LEVEL/SALARY RANGE: CL 26 (\$43,840 - \$56,294)

Actual starting salary dependent upon qualifications and duty station.

POSITION OVERVIEW

This position is located within the Eastern District of Virginia Consolidated Information Technology Department. The duty station will be either the Norfolk or Richmond Division. The IT Training Specialist provides training, knowledge, and technical expertise supporting the areas of data processing, office automation, and data communications for the U.S. District Court and Probation Office. **Travel required.**

DUTIES AND RESPONSIBILITIES

- Provide and coordinate district-wide information technology training. Provide individualized (one-on-one) IT training, instruction, and support, as well as in-person group training.
- Develop, evaluate, and revise written procedures, user guides, job aids, and manuals for use with the court's automation software, applications, and services.
- Conduct end user training for commercial off-the-shelf software utilized in the court environment, such as Word, Acrobat, Lotus Notes, web browser, Excel, etc., modifying training materials as needed. This also includes desktop operating systems including but not limited to Windows and macOS.
- Develop and conduct end user training for court or judiciary developed applications and locally developed or new applications or products.
- Conduct end user training for tablet and mobile devices and Apps such as iPad's, iPhones and associated Court provided apps.
- Provide routine and specialized end user application support as requested by users or as required in order to provide immediate post-training support to recently trained users. Conduct information technology orientation training sessions for new users and courthouse wide law clerk programs.
- Communicate IT training opportunities to court management and staff. Manage training registration, logistics, and materials and provide training attendance information and statistics to the Director of IT.
- Monitor the operational state of the IT training room computers, software, and other training equipment.
- Acquire and maintain current knowledge, skills, training, and experience in all relevant IT hardware, software, and other systems.
- Oversee adequacy of consumable supplies, research price quotes, and prepare supply and routine IT purchase requests for approval; Receive orders, verify, and forward packing lists for payment. Participate in purchase research for new or replacement IT equipment; arrange for maintenance of IT equipment and software; maintain appropriate logs and purchase records,
- Provide IT support services to court employees.

- Perform as the court's Information Technology Custodial Officer and perform asset management functions in current MPPR database for IT equipment.
- Performs other related duties as assigned.

QUALIFICATIONS

To qualify, candidates must have a minimum of two years of specialized experience equivalent to work at CL-25 in that includes demonstrated experience providing and coordinating technology training. Additional requirements are as follows:

- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand;
- Proficiency in writing effective instructions (including both training guides and job aids) for users and fellow staff;
- Experience supporting office productivity applications such as Microsoft Office, Adobe Acrobat, and internet applications;
- Knowledge and understanding of various desktop operating systems such as Windows 7 and 10, and macOS;
- Ability to work under pressure and adapt to a variety of duties;
- Ability to use tact and diplomacy in dealing effectively with all levels of Court personnel;
- Ability to work independently and in a team environment; and
- Possess strong organizational, analytical, problem solving, and customer service skills.
- Must have the desire to learn new technology and be innovative.
- Experience with end user support and assisting with computer problem resolution is preferred.
- Experience supporting mobile devices such as iPhones and iPads is a plus.

Experience in the federal judiciary is preferred.

EDUCATION

High school graduation or equivalent required. College degree preferred.

Education may be substituted for one year of specialized experience as follows:

Completion of the requirements for a bachelor's degree from an accredited college or university **and** one of the following superior academic achievement requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- "3.5" average or better in the major field of study related to this position, such as information technology, business or public administration, education, industrial relations, or psychology;
- or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, information technology, business or public administration, education, industrial relations, or other field closely related to the subject matter of the position.

BENEFITS

This position is covered by the Court Personnel System. A generous benefits package is available to full-time permanent employees that includes:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in the choice of Supplemental Dental and Vision Insurance

- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service

CONDITIONS OF EMPLOYMENT

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants to review upon request.

Employees of the United States District Court are **Excepted Service Appointments**. Excepted service appointments are at will and can be terminated with or without cause by the Court.

Employees will be hired provisionally pending the results of a background investigation.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

APPLICATION INFORMATION

Interested applicants must submit a cover letter, resume, the Application for Federal Employment (document can be found under "Related Links" on the Employment page of our website - please use the Word version if using a Mac computer), and a list of references.

To ensure consideration, applications must be received by June 9, 2017 . Submit electronically to: automationtraining@vaed.uscourts.gov . Hard copies and faxed copies will not be accepted.

Only applicants selected for an interview will be notified. Unsuccessful applicants will not receive notice.

The United States District Court is an Equal Opportunity Employer.