



U.S. Court of Appeals for the Fourth Circuit Office of the Clerk Position Announcement 18-04

POSITION:	Network Manager
LOCATION:	Fourth Circuit Clerk's Office, Richmond, Virginia
SALARY/CLASSIFICATION LEVEL:	\$71,849-\$116,823 (CL 29)
CLOSING DATE:	Apply by May 21, 2018 – open until filled

ABOUT THE COURT

The United States Court of Appeals for the Fourth Circuit is one of twelve regional appellate courts within the federal judicial system. The court hears appeals from the nine federal district courts in Maryland, Virginia, West Virginia, North Carolina, and South Carolina and from federal administrative agencies. The court's headquarters are in Richmond, Virginia. For more information about the Fourth Circuit Court of Appeals, please visit: <http://www.ca4.uscourts.gov>.

POSITION OVERVIEW

The Network Manager is part of the information technology team and reports to the Systems Manager. The incumbent coordinates and oversees the court's information technology networks and systems while planning for future growth and expansion including developing standards, recommending infrastructure changes and managing and implementing network security measures. The Network Manager supervises and directs a staff of four Information Technology Specialists. The Network Manager keeps IT staff updated on the latest tools and processes and provides direct customer support when needed. Representative duties include:

- Analyze, develop, and implement short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Analyze needs, coordinate, and configure computer network systems to increase compatibility and share information. Determine computer software or hardware needed to set up or alter systems. Train other technicians to work with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems, and replace defective components. Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Recommend changes to improve systems and configurations, as well as determine hardware or software requirements related to such changes.
- Plan for disaster recovery operations and testing, including network performance, security, anti-virus, intrusion, web usage/monitoring, design, and acquisition of servers. Produce useful system documentation, and perform system startup and shutdown procedures, and maintain control records. Monitor and perform data backups.
- Monitor network infrastructure and components, including all servers and workstations, and implement improvements to performance and security. Design, modify, enhance, test, and implement standard configurations for deployment of workstations, servers, and network components and client software.
- Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, and network components. Monitor providers' websites to ensure patches are tested and applied in a timely fashion.
- Evaluate, recommend, and implement processes to improve efficiencies and performance of the networks through the development or purchase of products to automate and monitor routine tasks such

as server and workstation maintenance activities, performance monitoring and reporting, installation of software or firmware upgrades, patches, etc.

- Recommend, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems. Plan, coordinate, implement and test network security measures in order to protect data, software, and hardware. Identify and assess risks by performing security analysis and assist in producing detailed security plans. Oversee configuration and monitoring of firewall operations.
- Develop and implement standard procedures to guide the use and acquisition of software and to protect vulnerable information, data, and documents.
- Supervise employees involved in information technology activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Identify issues and resolve disputes. Maintain documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Supervise on-site vendors. Participate in circuit-wide network projects. Prepare and propose automation funding needs for fiscal budget. Recommend actions to cover projected shortfalls.
- Lead project teams in managing information technology projects and implementing and integrating systems with other networks.
- Perform other related duties or special projects, as assigned.
- Regular work during non-business hours and weekends is required as needed.
- Travel to offices within the circuit and out of circuit meetings and trainings is required as needed.

ENVIRONMENT

The Fourth Circuit Court of Appeals currently uses the following hardware platforms and software applications:

- Windows 7 laptops and PCs
- Windows Server 2008/2012
- VMware
- Apple iPads
- HP Printers
- SCCM
- DFS
- IBM Notes 9 (transitioning to Outlook in near future)
- MS Office 2013
- MS Office 365 Pro Plus
- Westlaw and Lexis
- WestKM
- Fiber Optic Network

QUALIFICATION REQUIREMENTS

Required Qualifications

- Minimum of two years of specialized, progressively responsible professional IT experience including at least one year equivalent to work at a CL-28.
- Progressively responsible experience in maintaining enterprise level network, Windows servers, virtualization technology, Active Directory, and Group Policy deployment.
- Progressively responsible professional, technical, supervisory or managerial experience that provided an opportunity to gain skill in developing the interpersonal work relationships needed to lead a team of employees, the ability to exercise mature judgment, and knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved.

Preferred Qualifications

- A college degree in Information Technology management or related field.

Desired Skills

- Highly motivated, organized, self-starter, and team player with a high energy level & willingness to aggressively take on responsibility.
- Demonstrated ability to approach job responsibilities with a focus on process improvement.
- Must be able to interact with and influence people at all levels and have excellent oral and written

- communication skills.
 - Demonstrated leadership and supervisory skills.
 - Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
 - Excellent customer service skills, flexibility, and strong problem resolution skills are essential.
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EMPLOYEE BENEFITS

Vacation time accrues at a rate of 13 days per year the first three years and increases with tenure. Sick days accrue at a rate of 13 days per year. Ten paid holidays are provided annually. A variety of employer-subsidized federal health insurance plans are available. Dental and vision coverage, life insurance, and long-term care insurance are available. A flexible spending account program is provided. Employees participate in both the Federal Employees Retirement System (FERS) and the Thrift Savings Plan (similar to a 401(k) plan, with employer matching). The court offers a mass transit subsidy (budget dependent).

CONDITIONS OF EMPLOYMENT

Applicants must be citizens of the United States or be eligible to work in the United States and receive compensation. Appointment to the position is provisional pending a suitability determination by the Court, based on the results of a background check. Employees of the federal judiciary serve under “Excepted Appointments,” and are thus at-will employees who serve at the pleasure of the Court. Employees are required to use Electronic Funds Transfer (EFT) for payroll deposits.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown; any of these actions may occur without any prior notice.

APPLICATION PROCEDURE

Email the following required application documents to 4cca-vacancy@ca4.uscourts.gov and reference Vacancy #18-04 in the subject line. Applications should be received by May 21, 2018, to receive full consideration.

Documents must be submitted in a single PDF file, using your full name as the file name. Application documents must be in the following order:

1. Cover letter:

- Reference job vacancy number **#18-04**
- Include an email address in your contact information

2. Resume which includes:

- education
- work history
- names and locations of employers
- name, title, and contact information of three professional references
- dates of employment
- work performed
- significant accomplishments

3. Application for Judicial Branch Federal Employment (Form AO 78) available at:

www.uscourts.gov/forms/AO078.pdf

- All sections of the application must be completed. Description of Work sections must list pertinent information. Do not type “see resume”.
- After completing the form, please ensure the content you provided saved properly and the form is not blank when you submit with your application documents.

Applications that do not meet the above requirements will not be considered.

The United States Court of Appeals for the Fourth Circuit is an Equal Opportunity Employer.