

**UNITED STATES COURT OF APPEALS FOR THE FOURTH CIRCUIT  
OFFICE OF THE CLERK, RICHMOND, VIRGINIA  
POSITION ANNOUNCEMENT (14-06-IT)**

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**Position:** Network & IT Support Specialist  
**Location:** Richmond, Virginia  
**Appointment:** Permanent/Full Time  
**Classification Level/Salary Range:** CL 27 (\$47,303 to \$76,933)  
**Application Period:** Open until filled - To ensure consideration, submit required application documents by June 13, 2014.

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**POSITION OVERVIEW**

The United States Court of Appeals for the Fourth Circuit is seeking applications for a Network & IT Support Specialist. The Network & IT Support Specialist position is located in the clerk's office and reports to the Networks Manager. This position serves as specialized, technical support for the court's offices located throughout the circuit in resident judges' chambers, non-resident judges' chambers, the clerk's office, the staff counsel's office, the circuit mediator's office and the court library.

The Network & IT Support Specialist provides administrative and technical support to the court in a wide range of areas, including but not limited to: assisting in the installation and support of network and server hardware and software platforms, creation and administration of various user accounts, providing support for complex local and national technology projects, answering routine computer questions, providing support for remote workers, resolving user hardware and software issues, diagnosing and resolving systems and networking problems and maintaining technological equipment. The Network & IT Support Specialist must be able to communicate effectively with management, judicial officers, national level court IT support staff, and all relevant vendor sales and support staff.

The Network & IT Support Specialist will have access to sensitive and confidential data and must demonstrate the highest level of integrity in all aspects of their position. The court uses Microsoft Windows Server as its preferred network operating system. Microsoft Windows 7 is the court's primary desktop operating system. Commercial off-the-shelf software applications include IBM Lotus Notes, Microsoft Internet Explorer, Adobe Acrobat, the Microsoft Office Suite, and other court approved applications as needed.

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**REPRESENTATIVE DUTIES**

- Assist with the support and enhancement of a Microsoft Server 2008 environment;
- Assist with supporting servers to include administration, maintenance and backups of services currently running Microsoft Server 2008;
- Troubleshoot complex Windows 2008 server and Active Directory problems;
- Responsible for the setup, integration, support, and maintenance of printers, scanners, monitors, and PCs;

- Provide support for remote network access mechanisms;
- Monitor day-to-day operations of technology equipment and systems;
- Serve as a technical expert in solving computer system problems;
- Provide user support and problem resolution for systems-related problems and explain technical information in an understandable way to the user;
- Test and validate hardware and software;
- Coordinate maintenance and backups of various court systems;
- Assist systems staff members and perform other office automation user support and project duties, as assigned;
- Make recommendations relating to technical projects which arise from the automation needs of the court;
- Overnight travel to other locations within the circuit is required; and
- Perform other duties as assigned.

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## **QUALIFICATION REQUIREMENTS**

### **MINIMUM QUALIFICATIONS:**

To qualify for this position, the applicant must be a high school graduate or equivalent with three years of general experience and two years of specialized experience.

General experience is progressively responsible experience that provides evidence that the applicant has 1) a good understanding of the methods and administrative machinery for accomplishing the work of the organization; 2) the ability to analyze problems and assess the practical implications of alternate solutions; 3) the ability to communicate with others, orally and in writing; 4) the capacity to employ the knowledge, skills and abilities in the resolution of problems and 5) the ability to lift and move heavy boxes and equipment.

Specialized experience is progressively responsible experience designing, implementing or maintaining computer systems that included the completion of computer project assignments involving systems analysis, systems integration, hardware and software troubleshooting, maintenance and support. Knowledge of computer processes and capabilities, including the understanding of operating systems, servers and workstation products are required, as is knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs).

### **PREFERRED QUALIFICATIONS:**

Preference will be given to those candidates who possess significant operational and technical experience relative to the installation, configuration, and support of Windows Server operating systems (extensive experience with Windows Server 2008 and/or 2012 preferred), Microsoft Active Directory, and Windows 7/8 desktop operating systems; and enterprise administration/management utilities such as ZENWorks, Novell PatchLink. Experience implementing and supporting physical server hardware, storage area networks, and data backup devices and supporting software is desired.

Experience installing, troubleshooting, and maintaining HP and Dell printers is desired. A good working knowledge of Windows desktop operating systems and end-user applications, including MS Office and the Lotus Notes desktop and web email client software is preferred. Microsoft

certifications preferred. Experience in supporting remote users and various computer assisted legal research (CALR) applications, such as WestKM, Westcheck and CiteRite.

Preference will also be given to candidates whose work experience provides evidence of strong customer service skills; the ability to work cooperatively with clients, team members, and managers; the ability to handle multiple priorities in a fast-paced environment; and the ability to follow an assigned project through to completion.

A bachelor's degree in Information Technology or a related field from an accredited university or college is also preferred.

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## **EMPLOYEE BENEFITS**

Employees of the U.S. Courts are not classified under Civil Service; however, they are entitled to the same benefits as other federal employees, including paid vacation and holidays; an opportunity to elect medical, dental, life, vision, and long term care insurance; retirement benefits; and eligibility to participate in the federal Thrift Savings Plan.

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## **APPLICATION PROCEDURE**

To apply, email (1) a **cover letter** detailing your qualifications and experience as they relate to the requirements of the position; (2) a **resume** that includes the name, title, and the contact information of three professional references; and (3) an [AO78–Application for Employment](#) to the Systems Manager at [4cca-vacancy@ca4.uscourts.gov](mailto:4cca-vacancy@ca4.uscourts.gov). Please include the title of the position in the subject line and where you saw the announcement in the cover letter. Only those selected for an interview will be notified.

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## **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 that includes fingerprinting. 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 does not provide reimbursement for interview-related travel expenses or any relocation costs incurred by the successful applicant.

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.

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