



**UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF LOUISIANA  
Hale Boggs Federal Building  
500 Poydras St., Rm B-601, New Orleans, LA 70130  
(504) 589-7878**

**VACANCY ANNOUNCEMENT #18-03**

**Position Title:** Systems Administrator  
**Duty Station:** New Orleans, Louisiana  
**Position Type:** Full-Time, Permanent  
**Salary Range:** CL 27-28 (\$48,951 - \$95,388)  
Starting salary depending on qualifications and experience with promotion potential to CL-29 without further competition.

**Date Opened:** April 16, 2018  
**Date Closed:** Open until filled. Priority consideration given to application packages received by June 15, 2018

The Clerk's Office of the United States Bankruptcy Court for the Eastern District of Louisiana is accepting applications from qualified applicants for the position of Systems Administrator. This position is located in the Clerk's Office with a duty station in New Orleans, Louisiana. The Clerk's Office supports 2 bankruptcy judges and 20 employees.

**Position Overview:**

The Systems Administrator is responsible for providing technical support for the Bankruptcy Court Clerk's Office, judges and chamber's staff. The Systems Administrator reports to the Information Systems Manager and supports all aspects of Information Technology, including, but not limited to, networks, servers and desktops, mobile devices, training, telecommunications, courtroom technology, information security, quality control, and data retrieval systems for all units serviced by the bankruptcy court.

**Summary of Job Duties and Responsibilities:**

- Administer all aspects of the day-to-day operation and support of a Windows Local and Wide Area Network in both a virtual and physical environment.
- Provide support and problem resolution to desktop, system, laptop, printer, and PDA users.
- Provide training on new hardware, programs, and databases to all court staff members, including refresher training as needed.
- Maintain data backup, recovery and failover procedures and regularly monitor operations of the network equipment and systems.
- Ensure effective and efficient server maintenance and operations workflow and practices to help improve availability and performance of systems and dependent environments.
- Perform troubleshooting and triage during service failure scenarios. Participate in detailed investigations to determine root cause and corrective actions.

- Assist in the implementation of computer security measures including software patches and upgrades to safeguard technology and court information. Develop and perform intrusion detection methods to verify the effectiveness of the implemented security plan.
- Develop and implement short and long-term automation improvement plans for the court, ensuring the changes will be implemented with minimal disruption at the court site.
- Provide troubleshooting support for the court's case management system, locally developed ECF and e-Filing systems, Active Directory, IIS, Informix, Exchange and SQL Servers, and other court-developed software applications and services.
- Prepare and maintain documentation for local networks as well as for systems acquired from outside the court or the Administrative Office. Prepare and maintain technical documentation for hardware.
- Analyze and research procurement needs relating to the purchase of new endpoint hardware and dependent accessories including software utilities and backups.
- Work closely with information technology professionals at the Administrative Office and counterparts in other districts to exchange information on new developments and refinements.
- Perform other related duties as required.

**Minimum Qualification Requirements:**

The successful candidate must have a bachelor's degree in Information Technology, Computer Science, or a related field from an accredited educational institution. Candidate must have a minimum of five years of experience in Information Technology support.

Additionally, applicants must possess good judgment, be dependable, be a proactive self-starter, and demonstrate initiative in problem solving. The position requires exceptional ability to effectively communicate, articulate, and relate to coworkers and others with professionalism and integrity. Candidates must also possess the ability to exercise mature judgment, possess high ethical standards, a positive work attitude, and the ability to work harmoniously with others in a team-oriented environment. Prospective candidates must be available for overnight travel and the ability to work nights and weekends as needed.

**Preferred Technical Qualifications:**

Prior Federal Court IT knowledge, knowledge of CM/ECF, Microsoft (MS) Windows Server (2008 and above), Windows Desktop Operating System software (7 and above), MS Windows Active Directory with server administration (including Group Policy), MS Share Point, MS Office (2013 and above), Drupal, virtualization hosting software (VMWare), Cisco VoIP phones, SAN storage systems (NetApp or similar), Cisco switches and integrated wireless technologies, Symantec Endpoint Protection and Symantec BackupExec, Websense, Splunk, and Nessus.

**Employee Benefits:**

Employees of the United States Bankruptcy Court are not subject to the regulations of the Civil Service Commission. They are, however, federal employees of the Judicial Branch and in this position, the incumbent will be entitled to the same benefits as other federal government employees. These benefits include:

- 13 days paid vacation for the first three years of full-time employment. Thereafter, 20 to 26 days/year, dependent upon length of federal service; 13 days of paid sick leave per year (unlimited accumulation); 10 paid holidays per year.
- Optional participation in the Federal Employees Health Benefit Program, Dental and Vision insurance, Group Life Insurance and Long Term Care Insurance.
- Optional participation in the Thrift Savings Plan (similar to a 401K plan) and a Flexible Spending Program (pre-tax flexible spending account for health care, dependent care, and commuter/parking costs).
- Mandatory participation in the Federal Employees Retirement System and the Social Security Retirement Program.
- Creditable service time in other federal agencies or the military will be added to judiciary employment.

**Applicant Information:**

- Applicants must be a U.S. citizen or be eligible to work in the United States.
- Employees of the United States Bankruptcy Court are “At Will” employees and are required to adhere to a Code of Conduct for Judicial Employees.
- The selected candidate will be subject to a ten-year mandatory background investigation and FBI fingerprint check as a condition of employment. Every five years thereafter, the selected applicant will be subject to an updated investigation similar to the first one.
- All appointments subject to mandatory electronic funds transfer for payment of net pay.
- Applicants selected for interviews must travel or relocate at their own expense.
- Technical aptitude and writing testing will be administered to all applicants interviewed.
- 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, any of which actions may occur without prior written notice or other notice.

**How to Apply:**

Qualified candidates should submit: (1) cover letter indicating how your education and/or experience relate to the duties and responsibilities of this position; (2) résumé detailing qualifications, experience, and salary history; (3) names, addresses, and phone numbers of three professional references; (4) completed AO-78 Application for Judicial Branch Federal Employment. Please submit all documents via e-mail in a single PDF file to:

[HR@laeb.uscourts.gov](mailto:HR@laeb.uscourts.gov) (please include #18-03 in the subject line)

Applications for Judicial Branch Federal Employment (AO-78) may be accessed at the following link:  
<http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>

Due to the volume of applications received, the U.S. Bankruptcy Court will only communicate with those individuals who will be tested or interviewed for the position. Only qualified applicants will be considered.

**The United States Bankruptcy Court is an Equal Opportunity Employer**