



**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 #18-01

Position Title: Information Systems Manager
Duty Station: New Orleans, Louisiana
Position Type: Full-Time, Permanent
Salary Range: CL 29-30 (\$69,780 - \$134,048)
Starting salary depending on qualifications and experience with promotion potential to CL-31 without further competition.

Date Opened: **January 25, 2018**
Date Closed: **Open until filled. Priority consideration given to application packages received by February 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 Information Systems Manager. This is a senior-level position located in the Clerk's Office with a duty station in New Orleans, Louisiana. The Clerk's Office supports two bankruptcy judges and 20 employees.

Position Overview:

The Information Systems Manager (ISM) is responsible for overseeing IT support for the Bankruptcy Court Clerk's Office, judges and chamber's staff. The ISM's primary role is to ensure IT resources are effectively utilized to meet the strategic needs of the organization. The ISM is responsible for the planning, development, acquisition, application, implementation, operation and maintenance of all computer systems, equipment, and networks operating within the court unit. The ISM reports to the Chief Deputy Clerk and will work with managers and judges to identify best practices to support technology solutions that will enhance productivity and raise the level of service offered to internal and external customers. The ISM is responsible for all aspects of Information Technology, including, but not limited to, overseeing 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. The incumbent also has the responsibility of planning and policy making, and for the development and management of the automation budget and spending plan. The ISM supervises technical professionals and oversees the day to day operation of all information systems and related equipment throughout the bankruptcy court.

Summary of Job Duties and Responsibilities:

- Administer the day-to-day operation and support of an integrated Windows network over a Wide Area Network, including: installing and updating associated systems, software and hardware; installing and upgrading new or revised releases of national systems; performing preventive maintenance; and analyzing and correcting system failures.
- Coordinate the management of integrated and stand-alone systems; serve as project manager for a variety of IT initiatives; support and maintain the Data Communications

Network (DCN) interface to court networks for all bankruptcy court locations, including wireless technology; provide technical expertise and fine tuning of operation systems to increase system performance.

- Oversee and implement software and operational measures to ensure the security and integrity of data and systems for the bankruptcy court.
- Ensure readiness of equipment for operation/restoration of operations after failure with as little interruption as possible; and oversee the design, testing, implementing, documenting, and maintaining failover systems at alternate sites.
- Establish and maintain system operation procedures, protocols, data security, backup plans, and user permissions. Develop and maintain local court technical documentation for administered systems.
- Develop budget justification for system equipment, upgrades, and general automation operations. Monitor all IT expenditures according to the budget and spending plans. Develop specifications and evaluate bids in accordance with regulations and policy.
- Maintain automation equipment inventory according to internal control guidelines; and oversee automation equipment cyclical maintenance program for the court.
- Establish and deliver training regarding system use and capabilities to court staff.
- Provide support to judges, chambers, and Clerk's Office staff.
- Manage the administration and maintenance of VoIP telephones, as well as any courtroom based technology used for bankruptcy court operations.
- Oversee the management of all internal and external web sites.
- Work closely with information technology professionals at the Administrative Office and counterparts in other districts to exchange information on new developments and refinements.

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. Advanced education or other related training is preferred. Candidate must have a minimum of five years of experience in managing and leading all or portions of an Information Technology organization.

Additionally, applicants must possess excellent leadership skills and 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); and 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 (please include #18-01 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