

U.S. PROBATION OFFICE
Central District of California

Date: April 17, 2014
Position Title: Information Technology (IT) Specialist
Classification Level: CL 27 (\$51,645 - \$83,994)
Closing Date: May 9, 2014
Vacancy No.: 14-105
Location (Vacancies): Los Angeles, CA (1)

OVERVIEW OF THE POSITION

The United States Probation Office, Central District of California is currently seeking an exceptional individual for our Information Technology (IT) Specialist position. The IT Specialist assists with the planning, design and maintenance of U.S. Probation's networks and systems to improve efficiencies, and provides technical support and training to staff.

REPRESENTATIVE DUTIES

- Design, configure, and implement systems and network hardware and software. Develop standard guidelines for the use and acquisition of software. Plan, coordinate, implement and test network security measures, and monitor and optimize hardware, operating systems and databases.
- Research, advise, and make recommendations to management on systems, network and other significant IT issues, assist in the development and implementation of short-term and long-range IT plans for the court unit, and lead implementation and integration project teams as required.
- Provide daily systems and network backup and regularly monitor operations of the systems and network equipment, recommend and install updates and act as technical expert in solving network and related computer problems. Install security operating system patches, and database software upgrades, and provide server maintenance and troubleshoot problems with network equipment.
- Customize and develop software programming as needed and advise staff on issues on the use of software. Develop software to extract information from existing system databases, or to add to the database. Maintain software library and prepare and maintain documentation of all locally developed software.
- Provide training on new hardware, programs, and databases to IT staff members, including refresher training as needed.
- Provide support and problem resolution to users of IT equipment, peripherals, system and handheld devices.
- Advise management and users on specific information that can be readily extracted from existing files, extract information and create reports as required.
- Prepare and maintain documentation for local network as well as for systems acquired from outside the Court or the Administrative Office. Prepare and maintain technical documentation for hardware.
- Identify and develop requirements for procurement of IT equipment and software, contact vendors when warranty or repair service is needed.
- Maintain contact with IT court personnel at different court locations to remain knowledgeable of developments, techniques and user programs.
- Perform other representative duties as assigned.

QUALIFICATIONS

Must be a United States citizen or eligible to work in the United States. Applicants must have a Bachelor's degree. Minimum of 3 years IT experience. Knowledge of federal courts and its IT infrastructure and programs strongly preferred. Advanced knowledge of theories, principles, practices, and usage of computer hardware and software. Knowledge of office database design and data communications. Knowledge of capabilities, limitations, and functional applications of information technology. Knowledge of operating systems servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards. Knowledge of flowcharting, form design, and control procedures. Knowledge of programming languages to customize and modify systems and software and extract information and data. Knowledge of IT-related internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls. Ability to meet established deadlines and commitments. Knowledge of data communications security and privacy techniques. Knowledge of, and skill in, information technology management. Skill in coordinating information technology projects with senior management. Skill in analyzing, interpreting, and presenting research findings to prepare design specification. Skill in providing training on new hardware, programs, and databases. Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

INFORMATION FOR APPLICANTS

The U.S. Probation Office requires employees to adhere to a Code of Conduct. The final candidate will be subject to a background investigation by law enforcement agencies. The Federal Financial Reform Act requires direct deposit of federal wages for employees. Due to the volume of applications received, we will only be able to respond to those individuals who will be considered for the position.

BENEFITS

Generous accrual of paid time off. Wide choice of medical plans. Options for dental, vision, life insurance, long-term disability insurance, and flexible spending program. Participation in the Federal Employees Retirement System. Excellent matching on retirement savings plan (401k equivalent).

Please submit resume with salary history to:

U.S. Probation Office
Attn: Human Resources (#14-105)
312 N. Spring St., 6th Floor
Los Angeles, CA 90012-4701
Fax: 213/894-5666
Email: cacp_hr@cacp.uscourts.gov



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