



CAREER OPPORTUNITY

IT Administrator Pittsburgh, Pennsylvania

U.S. Bankruptcy Court
for the
Western District of
Pennsylvania

600 Grant Street
Suite 5414
Pittsburgh, PA 15219

www.pawb.uscourts.gov

Position: IT Administrator
Starting Annual Salary Range: CL 27, \$59,997 - \$75,013 or CL 28, \$71,909 – \$99,660
(depending on qualifications)
Position Location: Pittsburgh, Pennsylvania
Application Deadline: Open until filled.

Position Summary:

The United States Bankruptcy Court for the Western District of Pennsylvania (the "Court") is accepting applications for a full-time IT Administrator in our Pittsburgh office. IT Administrators provide specialized technical support to Judges, chambers, and Clerk's Office staff in areas that include but are not limited to: SharePoint development, computer hardware and software support, local and wide-area networks, operating systems and software. The IT Administrator also performs routine to moderately complex troubleshooting for hardware and software systems, installs critical patches and firmware updates, and reviews logs. The work will be performed in an office setting and this position is only eligible for limited telework opportunities. Overnight travel to other divisional offices (Erie and Johnstown) may be required. Additionally, working after regular hours and during weekends may be required occasionally.

Representative Duties:

- Develop and maintain SharePoint Online and Power Automate environment.
- Install, configure, and support workstations, thin clients, laptops, mobile devices, and printers, including other peripheral devices used by the Court.
- Respond to and resolve Tier 1 and Tier 2 level help desk calls. Provide information and assistance to users on desktop applications. Assist in creating new user accounts, managing user rights, and providing end-user training.
- Analyze ongoing end-user problems, research alternative long-term solutions, and propose migration plans. Coordinate hardware and software system installations and monitor equipment functioning to ensure specifications are met.
- Provide application and hardware instructional training to end-users on features and functions of supported software and hardware.
- Manage, configure, and install wireless access points.
- Maintain the operation of applications on desktop, laptop, and mobile devices (including but not limited to Windows Operating Systems, macOS, Apple iPhones, iPads, and iOS mobile devices).

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- Assist with troubleshooting and end-user operational use of Courtroom Technology, including the management and setup of audio-visual hardware and software in courtrooms and training rooms.
- Provide support and troubleshooting for Judges and staff in a teleworking environment, including the use of multiple-factor authentication and virtual private network (VPN) technologies.
- Assist with the maintenance and installation of network switches, providing support for connective problems and LAN management changes.
- Provide support for multiple database applications used by the Courts for electronic filing and case management services.
- Assist in the implementation of computer security measures to safeguard technology and court information.
- Perform system support and administration for VoIP telephone systems, such as additions, deletions, moves, and maintenance of the telephone systems.
- Assist with coordinating, establishing, and managing teleconferencing and videoconferencing utilizing applications such as Microsoft Teams and Zoom.
- Perform other related duties or special projects as assigned. Technology trends and infrastructure change over time, and skill sets must refresh as operational needs change.

Qualifications & Requirements:

To qualify for the position, an individual must have at least two years of experience or a degree in an IT-related field. Experience with any of the following areas are a plus: Microsoft SharePoint; Power Automate; a bachelor's degree in computer science or a related field; 3 – 5 years of relevant experience; excellent customer service skills and a detail-oriented focus; experience managing virtual servers and desktops and providing support to end-users utilizing thin client technologies; experience supporting mobile devices, including tablets and smartphones; experience troubleshooting complex software configurations that require multiple dependencies to operate; experience working with secure device configurations and implementing security features before deployment; experience administrating Windows and Mac operating systems and MS Office, including Teams, and the installation, support, and maintenance of those systems; LAN/WAN experience comprised of basic knowledge of network topology and networking equipment, including IP address management; experience working with Microsoft Active Directory to assign user roles; ability and desire to work well with a wide variety of end-users with differing needs and experiences; ability to provide support during non-business hours (i.e., evenings, weekends) as required for projects or special events; ability to lift up to 40 pounds and move light equipment as required; ability to travel to multiple locations within the Western District to Pennsylvania on short notice; and the ability to communicate (orally and in writing) and interact effectively and appropriately.

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Benefits:

Employees of the Court are entitled to the following benefits: optional participation in a variety of Federal health, dental, vision, and life insurance plans; optional participation in the flexible spending and parking reimbursement programs; annual leave (vacation) and sick leave accruals; eleven (11) paid holidays per year; mandatory participation in the Federal Employees Retirement Program and the Social Security Retirement Program; and optional participation in the Thrift Savings Plan.

Miscellaneous:

Employees of the Court serve under an “Excepted Service” appointment and are considered “At-Will” employees. Appointment is provisional, and retention is contingent upon the successful completion of a background check and performance reviews.

All applicants must be a U.S. citizen or be eligible to work in the United States.

All appointments are subject to FBI Fingerprint Background Check, with periodic reinvestigation, if applicable.

All appointments are subject to mandatory electronic funds transfer.

This position will be open until filled.

The U.S. Bankruptcy Court is An Equal Opportunity Employer.

How to Apply:

Qualified candidates must electronically submit a cover letter, a resume, and a *Federal Judicial Branch Application for Employment* (Form AO 78) for consideration. Instructions and forms to apply electronically are available at: <http://www.pawb.uscourts.gov/career-opportunities>.

Please DO NOT CALL OR EMAIL the Court inquiring about the position. Due to the anticipated high volume of applications, the Court cannot respond to inquiries. Only qualified applicants will be considered for this position. Participation in the interview process will be at the applicant’s own expense, and relocation expenses will not be provided.