

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC 23-15
<u>Posting Date:</u>	August 16, 2023
<u>Position Title:</u>	Information Technology Specialist
<u>Grade/Salary:</u>	CL 27 (\$62,852 - \$102,201) Salary determined by qualifications and experience as outlined below. Promotion up to CL 28 may occur without further posting or competition.
<u>Position Location:</u>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place NW, Washington, DC 20439

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please [visit our public website](#).

Position Overview

The Information Technology Specialist position is in the Information Technology Office (ITO) and reports to the Systems and Telecommunications Manager. The incumbent is responsible for providing technical support for the court's network, data, telecommunications systems, and server infrastructure to include customer support, systems design and development, procurement, installation and implementation, testing, and security.

Responsibilities include, but are not limited to:

- **Telecommunications and Network** – Conduct proactive checks on network infrastructure to ensure optimal performance and security. Support the on boarding of new devices onto the network by correctly profiling the devices using Cisco Identity Services Engine (ISE). Work jointly with other IT engineers to support Microsoft technologies such as Windows Server 2022 operating systems within the VMware infrastructure and cloud environments, Active Directory, and Office 365 (O365). Identify and compile the customer's systems and telecommunications requirements. Report the findings to the Systems and Telecommunications Manager to assist with and make recommendations for the development of new or alternative solutions. Proactively perform system testing and monitor systems to identify issues. Alert the appropriate IT team members when

problems or concerns are discovered and assist the team with troubleshooting and resolving the issues. In collaboration with the systems and telecommunication manager, configure, maintain, enhance, and troubleshoot local area network (LAN) servers, virtual local area networks (VLANs), wide area network (WAN) connectivity and utilization, wireless connectivity, voice over internet protocol (VoIP) infrastructure, and related equipment (Cisco: routers, switches, firewalls, wireless access points, and their respective cabling). Maintain an inventory of telecommunications and network related equipment according to internal controls policies. Oversee the removal and appropriate disposal of outdated equipment.

- IT Security – Adhere to the court’s IT security policies and assist the team in conducting and analyzing network security assessments. Support the administration of IT security tools required for centralized patch management (KACE), vulnerability scanning (Nessus), intrusion detection, web threat protection (Websense), and centralized logging management (Splunk). Analyze the vulnerability results monthly from Nessus and address the vulnerabilities by coordinating with system owners. Monitor alerts/reports/notifications related to Court’s network and respond to them promptly.
- Technical Support – Assist the Helpdesk and Applications Developments teams with IT technical support in a Windows and Linux environment, on an as needed basis.
- General Responsibilities – Communicate and respond to judges, chambers staff, and management requests regarding circuit operations. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing quality customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Develop, implement, and maintain written procedures for assigned functions. Comply with the *Guide to Judiciary Policy*, applicable Administrative Office (AO) policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

At a minimum, candidates must possess a high school diploma or equivalent and two years of progressively responsible IT experience that provided thorough knowledge of the theories, principles, practices, and skills required in server and desktop virtualization and Windows/Linux server support and maintenance, including the latest developments in systems hardware/software and systems security.

-OR-

Completion of a bachelor’s degree from an accredited college or university with superior academic achievement* in computer science, information systems, network management, or a telecommunications related field.

**Superior academic achievement* is defined as:

- An overall “B” grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- “3.5” average or better in a legal studies, paralegal studies, or similar major field of study that would prepare a candidate well to perform in this position; or
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor

Societies, other than Freshman Honor Societies.

Required Competencies

- The ability to exercise innovative and creative skills to solve challenging issues.
- Excellent communication (both oral and written) and organizational skills.
- The ability to prioritize, manage multiple tasks, and work effectively under pressure as well the ability to work both independently and in a team environment.

Preferred Competencies

- Knowledge and understanding of enterprise technology solutions such as Active Directory, Group Policies, File and Print Servers, Basic Networking, and Cloud Hosted solutions.
- Hands-on or virtual lab experience with server and/or network administration.
- Experience working in an IT Help Desk or support environment.

Application Process

To be considered application packages must include:

1. Cover letter of no more than two pages, wherein the applicant describes the required knowledge, skills, abilities, and/or experience that would make them well qualified to fill this position.
2. Resume outlining educational background, employment history, and other relevant information.
3. Completion of the online AO-78, Federal Judicial Branch Application for Employment.
4. Completion of the online cognitive and customer service test.

Once you have the cover letter and résumé (items 1 and 2 above) readily accessible in PDF format, follow the below link to submit your files and complete the online AO-78 and online tests (items 3 and 4 above): <https://www.ondemandassessment.com/link/index/JB-Q7QBM9E5R?u=116354>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov.

Benefits Information

The candidate selected for this position will be eligible for a generous federal employee benefits package which includes:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance.
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- Additional benefits information can be found at <https://www.uscourts.gov/careers/benefits>.

Additional Information

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. The court reserves the right to modify the conditions of this

announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

This position is on-site in Washington, DC with telework opportunities per the Court's guidelines. This is an Excepted Appointment and At Will position. Federal government civil service classifications or regulations do not apply. As a condition of employment, applicants must successfully complete an FBI fingerprint and background check. This position is subject to EFT (direct deposit of earnings).

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). Under 8 U.S.C. § 1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.