



UNITED STATES BANKRUPTCY COURT – SOUTHERN
DISTRICT OF WEST VIRGINIA
ROBERT C. BYRD U.S. Courthouse
300 VIRGINIA STREET EAST
RM3200
CHARLESTON, WV 25301
www.wvsb.uscourts.gov

Systems Administrator

Vacancy Announcement 25-01

Position Title: Systems Administrator
Position Type: Full-Time, Permanent
Location: Charleston, WV
Open Date: January 17, 2025
Closing Date: Open until filled; preference given to applications received by January 31, 2025
Starting Salary Range: CPS CL 27/1 – CL 28/25 (\$59,133 - \$88,621 Annually) *Starting salary is commensurate with qualifications, experience, and based upon Court Personnel System (CPS) guidelines. Full salary potential is up to step 61.

As an Equal Opportunity Employer, we value diversity in our workforce.

POSITION OVERVIEW

The Systems Administrator supports the IT needs of the Bankruptcy Court users across the district, as well as providing local on-site user support as a back-up user support technician when needed. Users include judges, attorneys, legal support staff, administrative staff, and law enforcement officers. This position is tasked with oversight of a variety of IT functions, including escalated support issues, updates to and audits of various systems, mobile device management, hardware and software configuration and deployment, and training development. The incumbent is required to attain a thorough working knowledge of the court procedures, processes, and policies for the court's servers and infrastructure to ensure effective and efficient maintenance and practices to improve availability and performance of systems. Occasional travel to the other divisional offices within the district or to national training conferences is required.

REPRESENTATIVE DUTIES:

- Manage all technical support of the court's websites including underlying structures to multiple internal websites, web pages, and/or applications. Coordinate the work performed by other IT staff or court staff involved with website updates.
- Administer and maintain all court web sites and pages using established web technologies and programming languages including HTML and XML. The incumbent will be required to learn and become proficient in Drupal and PHP programming languages.
- Work closely with court unit and chambers staff to identify and define website content. Use multi-media, graphic software, and other tools to redesign information into a more understandable form for web dissemination and display monitors in the courthouse.
- Analyze user needs and determine feasibility within time and cost constraints for new or revised web pages or application access.
- Provide Microsoft administration and operational support of the court's Windows servers and desktops, including Active Directory and 11S, and the support of Microsoft Office products.
- Develop, configure, and maintain the court's Online SharePoint presences within the judiciary tailoring to local court unit needs, including ability to push/pull data to and from internal and external systems or web applications. The incumbent will be required to learn and become proficient in Online SharePoint within the scope of the judiciary's cloud usage. Implement retirement of systems no longer needed as replaced by SharePoint.
- Analyze and research procurement needs relating to the purchase of new hardware and dependent accessories including software and licenses.

- Assist with the testing and deployment of new or enhanced system services including court software and applications.
- Create and maintain systems documentation as well as develop user documentation and instructions.
- Assist in implementing large and small scaled projects including technical input on project plans and ensuring projects are delivered on time and within the scope, schedule, and budget with minimal disruption to the work of the court.
- Analyze and troubleshoot complex issues and perform triage during service failure scenarios. Participate in detailed investigations to determine root cause and corrective actions.
- Conduct comprehensive data security assessments and provide for network security through hardware and/or software solutions. Work within AO policies and guidelines for Internet and Intranet sites, along with other federal guidelines and requirements.
- Implement and manage large and small scaled projects, including developing project plans with detailed timelines. verify adequate resources and coordinate project meetings. Ensure projects are delivered on time and within the scope, schedule, and budget, and implementation has minimal disruption to the work of the court.
- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off the shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves.
- Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user Guide to Judiciary Policy, Vol. 12, Appx. 6A Page 34 programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.
- Work is performed in an office setting. Employees may be required to lift and move moderately heavy items, such as computer equipment.
- Make decisions based on thorough knowledge of the job's related policies, practices and guidelines. While a supervisor or manager usually makes the ultimate decision on work direction, technicians usually develop options and recommend a course of action based on their experience and expertise.
- Other duties as assigned.

QUALIFICATIONS:

Mandatory

- A High School Diploma
- Three years of total experience, with at least two of those years in progressively responsible work closely related to the duties of this position.
- A secondary degree with superior academic standing or a graduate degree may be substituted for some of the required experience.
- A demonstrated history of providing exceptional customer support in person and remotely.
- Accuracy and attention to detail.
- Excellent collaboration skills with IT and other court staff.

Preferred

- A bachelor's degree in computer science or a related field.
- Five or more years of general experience.
- Three years of specialized experience including installing and configuring hardware/software/peripherals, Cisco IP phones, A/V technologies, mobile devices, and desktop applications.
- Experience with basic Networking - DNS, DHCP, IPv4, and Firewalls.

- Experience leading projects, documenting procedures, automating tasks, testing new solutions, always with a focus on continuous improvement.
- Time management skills to handle multiple tasks simultaneously while also meeting deadlines.
- Familiarity with and the ability to perform basic troubleshooting of various Audio/Video solutions and thorough troubleshooting of software solutions, including VMware Horizon, VPN solutions, various browsers, Zoom, Windows 10, Microsoft Office 365, Adobe Acrobat, Microsoft Active Directory, Apple iOS, and other solutions as required.
- CompTIA A+ and Network+ certification and familiarity with Linux operating environments.

REQUIRED COMPETENCIES:

Information Technology and Automation

- Mastery of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.

Court Operations

- Knowledge of the functions and procedures of the court units.

Judgment and Ethics

- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements.
- Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that 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.

Budget, Finance and Procurement

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

BENEFITS:

The United States Bankruptcy Court offers a benefits package to full-time permanent employees. Some of these benefits are optional and require employee payment or co-payment. Available benefits include:

- 11 Paid Federal Holidays
- 13 Days Paid Vacation (per year for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- 13 Days Paid Sick Leave
- Medical, Dental, Vision Coverage
- Life Insurance
- Thrift Savings Plan with matching funds (Traditional & Roth 401k)
- Participate in Federal Employees Retirement System (FERS-FRAE)
- Health, Dependent, Limited Purpose & Commuter Reimbursement Programs
- Public Transit Subsidy Program

APPLICATION PROCEDURE:

To apply for this position, submit the following items combined into a single, pdf document:

- A resume detailing your education and experience.
- A cover letter indicating the position you are applying for and identifying how your education and/or experience relates to the duties and responsibilities of the position.
- A completed Application for Judicial Branch Federal Employment, AO 78 form, which is available at: <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

If sending via mail, please submit all required documents to:

Attn: Bankruptcy Human Resources
U.S. Bankruptcy Court Clerk's Office
300 Virginia Street, East -Room 3200
Charleston, WV 25301

- Complete applications should be submitted by email to: wvsb_hr@wvsb.uscourts.gov
- The subject line of the e-mail must include both the position title (Systems Administrator) and the position number (25-01).
- You should respond to questions 18, 19, and 20 of the AO 78 application form, in accordance with the Fair Chance to Compete with Jobs Act of 2019.

The U.S. Bankruptcy Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement without prior written notice. One or more positions may be filled from this vacancy announcement. This position is in the excepted service, not the competitive civil service. This position is subject to mandatory participation in electronic payment of net pay (i.e. Direct Deposit) and a favorable background check, which may be subject to periodic updates. The U.S. Bankruptcy Court requires employees to adhere to a [Code of Ethics and Conduct](#). Due to the volume of applications received, the court may only communicate to those individuals who will be interviewed for open positions. Travel and relocation expenses will not be paid. Applicants must be United States citizens or [eligible to work for the United States Government](#).