

UNITED STATES DISTRICT COURT

Western District of Kentucky

Announcement Number 24-07



POSITION: Senior Network & Systems Administrator
DUTY STATION: Louisville, Kentucky
STARTING SALARY: CL 29 (\$82,718 - \$134,446)
CLOSING DATE: July 19, 2024 or Until Filled

POSITION OVERVIEW

The Senior Network & Systems Administrator configures and manages the court unit's information technology network, servers, and related systems, overseeing routine administration of the network and implementing complex updates, including the development of documentation and network security. The incumbent performs network troubleshooting and triage during service failure scenarios and conducts intense investigations to determine the root cause and develop corrective actions. The incumbent ensures effective and efficient network and server maintenance and operations workflow and practices to help improve availability and performance of systems and dependent environments. Duties also include collaborating with supervisors, managers, executives, and judges, as well as the management, design, development, oversight, coordination, and problem solving with all aspects of assigned court IT projects. This senior level position also includes oversight of network and server work performed by other IT professionals. The incumbent also provides technical recommendations to management. This position reports to the Director of Information Technology.

REPRESENTATIVE DUTIES

- Manage and oversee the court's network infrastructure – includes planning, installation, management and support of routers, switches, firewalls, controllers, APs, cabling and DCN equipment. Assist with planning of the court's network infrastructure and obtain purchase information of network infrastructure equipment and cabling.
- Provide technical expertise as a team member in the development and operational support of the court's systems and services. Develop specific systems features to satisfy local court unit needs. Make adaptations to national systems or planning for, developing or acquiring specific systems for the U.S. District Court, when needed. Monitor versions of systems to ensure continuity throughout the court.
- Ensure network equipment is configured in a secure manner and maintained under a warranty contract and standby equipment is available for use in the event of a failure. Work with procurement on maintenance contracts for any network devices or software. Resolve any maintenance issues with these devices.
- Design, test, and deploy new or enhanced servers, including resident software services. Perform server troubleshooting and triage during service failure scenarios and participate in detailed investigations to determine root cause and corrective actions.
- Ensure effective and efficient server maintenance and operations workflow and practices to help improve availability and performance of systems and dependent environments. Analyze and research procurement needs relating to the purchase of new server hardware and dependent accessories, including software utilities and backup tapes.
- Support the court's current LAN/WAN network environment and integration into future unified communications networking systems.
- Provide hardware and software support for Windows Server 2016 and above and Red Hat Linux operating system environments. Manage inventory of computer hardware and software licensing information.

- Provide primary or secondary troubleshooting support for the court's case management system, locally developed ECF and e-Filing systems, Active Directory, Informix, MySQL, Exchange and SQL Servers, and other court-developed software applications and services.
- Review and enhance data backup and recovery procedures and practices. Ensure adequate emergency preparedness measures are in place to maintain the integrity of the court's data.
- Conduct comprehensive data security assessments and provide for network security through hardware and/or software solutions.
- Establish and maintain system operating procedures, protocols, data security, backup plans, and user permissions. Develop and maintain local court technical documentation for administered systems.
- Carry out long-term projects, as well as researching, determining, and advising the Information Systems Manager regarding projected automation needs, including upgrades and enhancements.
- Work closely with information technology professionals within the district and circuit to ensure operational integration and efficiency. Interact with IT professionals at the AO and counterparts in other districts to exchange information on new developments and refinements.
- Ability to work after hours and to travel to Bowling Green, Owensboro, and Paducah divisions occasionally as needed.
- Perform other related duties as required.

QUALIFICATIONS

A bachelor's degree from an accredited college or university is preferred, as is experience in a court or related legal field. Familiarity with CM/ECF is also preferred.

Applicant must have:

- Minimum of 3 years of experience in Information Technology and network support
- At least 2 years of progressively responsible experience designing, implementing or maintaining computer systems that included completing computer project assignments involving systems analysis, computer programming, systems integration, and information technology project management
- Experience with Windows server and workstations, Windows architecture, deployment, administration, performance monitoring/tuning, security hardening, and troubleshooting
- Proficiency in network monitoring, troubleshooting, and DNS administration
- Experience with infrastructure backup, restore, disaster recovery and business continuity products
- Experience diagnosing TCP/IP networks, IPSEC, MPLS, SDWAN, and VoIP
- Experience in wireless technologies and wireless network management, including mobile device management
- Proficiency in installing and testing network equipment, software applications, printers, and other peripherals
- Experience using VMware vCenter, vSphere, Hyper-V and/or other virtual computing methods
- Proficiency in Cisco, HP, Palo Alto, or other network equipment and services

Candidate must also demonstrate:

- Excellent organizational skills and experience handling multiple tasks at once
- Superior customer service skills and excellent oral and written communications skills
- Knowledge of legal terminology and processes
- Demonstrated ability to work with a variety of automated systems
- Ability to communicate effectively and respectfully with customers at all levels

BENEFITS

For more information the benefits available to you as an employee of the federal judiciary, please review the extensive benefits section of the United States Courts website at:

<https://www.uscourts.gov/careers/benefits>.

Benefits Available Include:

- 13 days paid vacation per year for the first three years of full-time employment. Thereafter, 20 to 26 days per year dependent upon length of federal service
- 13 days of paid sick leave per year (unlimited accumulation)
- A minimum of 11 paid holidays per year
- Federal Employees Retirement System and Thrift Savings Plan
- Credit for prior federal government service
- Employee Assistance Program
- On-site Gym and Federal Health Unit
- Optional Health, Dental, Vision, and Life Insurance Programs
- Optional Flexible Spending, Health Savings, and other Pre-tax Accounts for Health Care, Child Care, Vision and Dental, and Commuter and Parking Expenses

INFORMATION FOR APPLICANTS

- Employees of the U. S. District Court are not covered by the Office of Personnel Management's civil service classification system or regulations and are considered "at will" employees.
- Applicant must be a U. S. Citizen.
- As a condition of employment, an FBI Background Investigation is required.
- This position is regular and full-time.
- Electronic Funds Transfer (EFT) for payroll deposit is required.
- Occasional travel within the district may be required.
- Only the most qualified applicants will be interviewed.
- We will not pay relocation or interview travel expenses.

HOW TO APPLY

Go to: <https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=pex2sd8r&pos=24-07>

You will need the following as three (3) separate PDF documents:

1. A cover letter describing your relevant experience
2. Your resume
3. Three professional references

For additional information on the United States District Court, visit our web site at:

<https://www.kywd.uscourts.gov>.

AN EQUAL OPPORTUNITY EMPLOYER