

EMPLOYMENT OPPORTUNITY

UNITED STATES PRETRIAL SERVICES DISTRICT OF NEW JERSEY



Position: **Automation Support Specialist**
Position Type: Full-Time / Permanent
Vacancy Number: 23-03
Location: Newark, New Jersey

Date Posted: March 24, 2023
Closing Date: Open Until Filled
Preference given to resumes received by April 14, 2023

Salary Range: CL-25: \$53,391 - \$86,805
(Promotional potential to CL-26 without further competition.)

Position Overview:

The Automation Support Specialist provides automation and helpdesk support for court unit staff and provides technical support in installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems. The Automation Support Specialist analyzes the needs of end-users and develops and implements software solutions.

Organizational Relationship:

The Automation Support Specialist will report directly to the IT Systems Manager. The incumbent is responsible for the administrative and technical support to the Pretrial Services Agency which operates 24 hours a day, seven days a week. As such, the Automation Support Specialist must carry a cellular telephone as assigned by the agency and must be flexible regarding hours of duty in order to perform the duties as required.

The primary contacts are peers, court unit staff, staff of other court units, and Administrative Office staff for the purpose of designing, modifying, and adapting software, maintaining local and wide-area networks, and managing information technology projects.

Representative Duties:

- Provide information and assistance to court staff. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Provide information and assistance to end-users on applications such as word processing and data entry.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Customize programs for local needs. Maintain documentation on locally developed programs, creating user cheat-sheets or forms, as applicable.
- Advise IT Systems Manager and end-users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to implementation.
- Provide day-to-day systems backups and verify the validity of the data. Maintain an up-to-date computer equipment inventory, in accordance with policies and regulations.
- Provide input and recommendations regarding IT related projects.
- Assist with office moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

Minimum Qualifications:

- Completion of a bachelor's degree from an accredited college or university in a related field of study is **preferred**.
- The incumbent may be required to submit to a background investigation.
- In addition, those accepting employment may be subject to an updated background investigation every five (5) years.
- Applicants must possess proficiency oral and written communications. The ability to organize, oversee, and complete multiple projects simultaneously, and with limited supervision, is a desired characteristic in addition to being detail-oriented with strong organizational skills. Dependability with the ability to work beyond traditional office hours is required. The incumbent must exercise sound judgment and maintain confidences.

Conditions of Employment:

- Appropriations law requires that a paid employee of the United States federal government, where the duty location is in the continental United States, be a:
 - a. United States citizen;

- b. Person who owes allegiance to the United States (e.g., nationals of American Samoa, Swains Island, and the Northern Mariana Islands, and nationals who meet other requirements described in 8 U.S.C. § 1408);
 - c. Person admitted as a refugee or granted asylum who has filed a declaration of intention to become a lawful permanent resident and then a citizen when eligible; or
 - d. Lawful permanent resident (i.e., green card holder) who is seeking citizenship as outlined in 8 U.S.C. 1324b(a)(3)(B). A lawful permanent resident “seeking citizenship.”
- Final candidate(s) will undergo a local background investigation with law enforcement agencies, as well as a check of financial and credit records.
 - The applicant selected for this position will undergo a background investigation. Applicants may be hired provisionally pending the outcome of the investigation. Employment is contingent upon the outcome of a favorable background investigation. An unsatisfactory background investigation may result in termination of employment.
 - This is a one-year provisional appointment based on satisfactory performance and/or budget.
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Employee Benefits:

- Up to 13 days paid vacation per year for the first three years of employment; up to 20 days per year until the 15th year of service; thereafter, 26 days per year. Sick leave earned at 4 hours per pay period (104 hours per year - 13 days).
 - Participation in the Federal Employees Retirement System and in a tax-deferred Thrift Savings Plan (TSP)—similar to a 401K plan.
 - Participation in the Federal Employee Health Benefits Program.
 - Participation in the Federal Employee Group Life Insurance Program.
 - Optional enrollment in Flexible Spending Accounts (FSAs), and a commuter benefits program.
 - Up to 14 paid holidays a year.
 - Mandatory electronic direct deposit of salary payment.
 - More information on the benefits of working for the Federal Judiciary may be found: <https://www.uscourts.gov/careers/benefits>
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Application Process:

Anyone wishing to apply should submit the following to Administrative Support Specialist Sophia Langone via email (sophia_langone@njpt.uscourts.gov). Your submission should include all required documents in one PDF attachment arranged in the order indicated below:

1. A letter of interest.
2. An updated resume.
3. A statement indicating the skills and competencies that you believe you possess that will match the needs of the office.

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The selection process will include a review of performance appraisals and submitted material, as well as an interview. Due to the large number of resumes received, only applicants selected for an interview will be contacted.

U. S. PRETRIAL SERVICES FOR THE DISTRICT OF NEW JERSEY
IS AN EQUAL OPPORTUNITY EMPLOYER

JONATHAN P. MULLER, CHIEF
United States Pretrial Services Officer
March 24, 2023