



## **District Court of the Virgin Islands Vacancy Announcement Career Opportunity Number: 2015-005**

**Position:** PC Systems Administrator  
**Location:** St. Croix Division, U.S. Virgin Islands  
**Salary:** CL 26 (\$42,644 – \$69,289) (based on experience; plus Cost-of-Living Allowance, currently at 13.84%)  
**Open:** May 1, 2015  
**Close:** Open Until Filled. **Preference will be given to applications received by May 15, 2015.**

---

### **Position Overview:**

The District Court of the Virgin Islands is accepting applications for the position of PC Systems Administrator. The position is open to all qualified U.S. Citizens. The type of appointment is of permanent status on a full-time basis.

This position is located in the St. Croix Division of the Clerk's Office, District Court of the Virgin Islands, and reports to the Systems Supervisor and/or Clerk of Court. The PC Systems Administrator performs work related to workstation and server administration, end-user support, system and application maintenance and troubleshooting, and computer security. The incumbent is responsible for recommending, planning, and installing new systems, products and applications.

### **Representative Duties:**

- Recommend, install, configure and provide technical support for complex administrative and operations specific national applications, including developing new features. Maintain version applicability and local functionality of user applications, such as: MS Windows, MS Office and Lotus Notes. Provide technical support and oversee maintenance of telephone systems, courtroom technology, and audio/visual systems, as required.
- Determine and recommend computer software or hardware required to install new systems or applications, or alter existing systems/applications. Diagnose hardware and custom off-the-shelf software problems, and replace defective components or design software fixes.
- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Determine hardware and/or software requirements and recommend changes to improve systems and configurations.
- Determine upgrade schedules and software standards for personal computers and other systems. Develop upgrade procedures and plan for future growth.

- Maintain, install, and update desktop computers, including new product evaluation and software compatibility analysis. Maintain automated management systems for imaging, software updates, and patch management.
- Maintain computer security resources on all workstations, including anti-virus and firewall systems. Assist with server security systems, as required.
- Maintain computer and printer inventory, and software licenses.
- Assist with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Perform system start-up and shut down procedures.
- Prepare written instructions for users and IT staff which are clear and effective. Train users to work with computer systems and programs. Prepare reports and memoranda regarding complex automation issues with a focus on the reader.

**To qualify at level CL 26:**

**General Experience:**

Progressively responsible information technology administration, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

**Educational Requirements:**

High School graduation or equivalent and two years general experience in addition to one year of specialized experience equivalent to work at the CL 25 level.

**Specialized Experience:**

One year of specialized experience, including at least one year equivalent to work at the CL 25 level. Specialized experience is described as progressively responsible administrative experience that provided knowledge of the rules, regulations, procedures and practices of information technology administration and involved the routine use of automated information technology systems or other computer based systems such as word processing, spreadsheets or database applications.

**Educational Substitutions:**

Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Education may not be substituted for specialized experience because administrative court support positions require hands-on experience to be credited as specialized experience.

**Qualifications Required:**

**Information Technology and Automation**

Thorough knowledge of, and skill in using, supported applications and their design. Knowledge of theories, principles, practices, and usage of computer hardware and software, office automation and data communications. Knowledge of capabilities, limitations, and functional applications of information technology. Knowledge of operating systems, servers and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards. Knowledge of telephone and wireless systems. Skill in planning for and performing routine and complex hardware maintenance and trouble-shooting. Ability to implement, operate and document information technology systems considering both hardware and software issues. Ability to train court personnel in relevant hardware and software programs. Ability to meet established deadlines and commitments.

Skill in analyzing needs and product requirements for supported applications. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications.

**Court Operations**

Knowledge of court policies, procedures and guidelines. Knowledge of the functions and procedures of the administrative and operational sections of the court unit. Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

**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 good 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.

## **Human Resources**

Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

## **Work Environment and Physical Demands**

Work is performed in an office setting. Duties sometimes require working during non-business hours. Duties include occasional travel to district offices, training and seminars. Physical effort may be required in moving, connecting, or troubleshooting equipment.

## **Court Preferred Experience:**

A Bachelor's Degree in Information Technology. Skills in audio visual and courtroom technology. Prior judiciary experience is preferred.

## **Benefits:**

A generous benefits package is available to full-time permanent employees which may include:

- A minimum of 10 paid holidays
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days after three years, and 26 days after fifteen years
- Paid sick leave in the amount of 13 days per year
- Optional participation in choice of Federal Employees Health Benefits
- Optional participation in Federal Employees Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in Long-Term Care Insurance
- Retirement benefits in the Federal Employees Retirement System (FERS)
- Thrift Savings Plan
- Eligible for private long term disability plan options

## **Conditions of Employment:**

The successful applicant is subject to a reference, background check and/or investigation, which includes a Federal Bureau of Investigation (FBI) fingerprint check. Employee retention depends upon a favorable suitability determination. Employees of the District Court serve under "Excepted Appointments" and are "at will" employees, serving at the pleasure of the court. Appointee may be removed from this position for failure to perform at a satisfactory level following reasonable on-the-job training. Applicants are responsible for their own interview travel expenses. Employees are required to use Electronic Fund Transfer (eft) for payroll direct deposit.

PC Systems Administrator  
2015-005 (CL 26)

May 1, 2015

**Application Procedure:**

Qualified applicants should submit a resume, detailed cover letter and an [\*Application for Judicial Branch Employment \(AO 78\)\*](#) to the address listed below. Please indicate full-time or part-time experience and exact dates of employment.

Attention: PC Systems Administrator  
**Clerk of Court**  
**District Court of the Virgin Islands**  
5500 Veteran's Drive, Room 310  
St. Thomas, U.S. Virgin Islands 00802-6424

or via email to [viclerk@vid.uscourts.gov](mailto:viclerk@vid.uscourts.gov)

**THE DISTRICT COURT OF THE VIRGIN ISLANDS**  
**IS AN EQUAL OPPORTUNITY EMPLOYER**