



District Court of the Virgin Islands Vacancy Announcement Career Opportunity Number: 2022-001

Position: Systems Supervisor

Location: St. Thomas/St. John Division, U.S. Virgin Islands

Salary: CL 29 (\$75,493 – \$122,693) based on experience; plus, Cost-of-Living Allowance, currently at 12.45%); with promotion potential to CL 30 without further announcement

Open: March 28, 2022

Close: Open until filled, *first preference given to applicants who apply by April 11, 2022.*

The District Court of the Virgin Islands is seeking a Systems Supervisor to join the innovative team of the Clerk's Office of the District Court of the Virgin Islands, District and Bankruptcy Court!

The Clerk's Office offers an opportunity for a self-motivated, detail-oriented, team leader with excellent computer and interpersonal communications skills, established problem-solving skills and a strong work ethic. Our fast-paced environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for intelligent individuals with strong initiative, flexibility and the ability to multi-task.

Position Overview:

The Systems Supervisor performs first-line supervisory work related to automated systems within the District Court of the Virgin Islands, including system and application implementation, operation, coordination, and integration. The incumbent is responsible for supervising systems training and for overseeing the effectiveness of all office automation equipment within the Court. The Systems Supervisor directs staff, ensures compliance with the appropriate guidelines, policies, and internal controls, and facilitates the appropriate support to all members of the judiciary, while responding to the needs of multiple senior leaders within the court

The position is available in the St. Thomas/St. John Division of the Clerk's Office and reports to the Clerk of Court, through the Chief Deputy Clerk II. The type of appointment is of permanent status. Work is performed in an office setting or at off-site meeting locations. Recurrent lifting and moving of moderately heavy items, such as computer equipment is required. Frequent travel is required.

Representative Duties:

- Supervise employees involved in information technology activities, including assigning and reviewing work, evaluating performance, and recommending appropriate personnel actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Identify issues and resolve disputes. Maintain documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.

- Assist in developing short-term and long-range automation improvement plans for the court unit, ensuring that changes can be implemented with minimal disruption at the court site. Supervise execution of implementation plans for major automated systems. Adapt software and documentation; perform testing; establish operating procedures; devise security systems for hardware, software, and data. Establish training in system use and capabilities.
- Collaborate with IT professionals at the Administrative Office of U.S. Courts, the Third Circuit Court of Appeals, and others within the federal judiciary in support of IT operations.
- Advise management in all areas of automation needs, objectives, and capabilities, including anticipation of future requirements and issues.
- Develop budget justification for system equipment, upgrades, and normal operations. Assist in monitoring expenditures for automation operations.
- Develop specific system features and adapt programs to satisfy court needs, including making adaptations to a national system or participating in the planning for, and the acquisition of, a specific system for the court unit. Maintain a library of software, including documentation of locally developed material, with attendant flow charts.
- Develop special management reports for different elements of the court unit. Oversee the automation maintenance program.
- Abide by the [*Code of Conduct for Judicial Employees*](#) and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times.
- Communicate effectively (orally and in writing) to individuals and groups to provide information, translating and documenting technical terms into non-technical language.
- Interact effectively and appropriately with others, provide customer service and resolve difficulties while complying with regulations, rules, and procedures.
- Foster effective and collaborative internal and external working relationships.
- Manage confidential and sensitive information appropriately.

Qualifications and Experience:

Two years of specialized experience including at least one year equivalent to work at CL-28, and three years general experience are required.

General Experience:

At least three (3) years of progressively responsible administrative, professional, investigative, technical or other responsible work that provided an opportunity to gain:

- (a) a general knowledge of management practices and administrative processes;
- (b) skill in dealing with others in person-to-person work relationships; and
- (c) the ability to exercise mature judgment.

Specialized Experience:

At least two (2) years of progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to gain:

- skills in developing the interpersonal work relationships needed to lead a team of employees;
- the ability to exercise mature judgment; and
- knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved.

Educational Substitutions:

General Experience

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.

Specialized Experience

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

Court Preferred Qualifications:

Applicants with a master's degree in business, public administration, information technology, computer science, or related fields are highly desirable. Extensive judiciary management experience is also preferred.

Required Competencies (Knowledge, Skills, and Abilities):

- Excellent oral and written communication skills.
- Demonstrate expert knowledge of operating systems, servers, and workstation products, including the ability to conduct training, define reports and make recommendations regarding the automation needs of the Court. Demonstrate experience defining and streamlining operational processes. Demonstrate broad working knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, database design, and data communications. Display experience in analyzing, evaluating, and determining automation needs, and planning implementation to meet those needs. Exhibit skill in training non-automation personnel in automation techniques and processes.
- Apply knowledge of applicable programming languages, databases, application design, computer systems, and networks. Exhibit skill in determining causes of operating errors and generating or adapting programs, equipment, and technology to serve user needs. Display skill in writing computer programs for various purposes, including writing program documentation. Demonstrate the ability to quality check and improve the efficiency and effectiveness of all systems and programs. Demonstrate the ability to remain current regarding emerging technologies and how they interface with systems. Display skill in enhancing efficiency by developing specific system features to satisfy unique organizational needs.

- Demonstrate the ability to participate effectively as a team lead when making adaptations to a national system and/or participating in the planning for (and the acquisition of) specific systems for the court unit.
- Serve as the IT Court Security Officer and demonstrate the ability to supervise, manage, and remediate IT Security concerns.
- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem-solving skills when managing conflicts in the workplace. Display skill in leading employees in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.
- Display a thorough knowledge of operating systems, servers, workstation products, Local Area Networks (LANs) and Wide Area Networks (WANs). Demonstrate skill in the use of automated equipment, including word processing and spreadsheet applications, requisite court computer programs, automated case management systems, financial records management systems, human resources systems, and related databases and applications. Demonstrate skill in the use of applicable software, hardware and web-based applications.

Benefits:

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

- a minimum of eleven (11) paid holidays;
- paid annual leave in the amount of thirteen (13) days per year for the first three (3) years, twenty (20) days after three (3) years, and twenty-six (26) days after fifteen (15) years;
- paid sick leave in the amount of thirteen (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; and
- eligible for private long-term disability plan options.

Conditions of Employment:

Applicants must be U.S. citizens or eligible to work in the United States.

This position is subject to mandatory electronic funds transfer (direct deposit) for salary payment. Appointment is provisional and contingent upon successful completion of a favorable suitability determination, reference check, and a ten-year background investigation (which includes a Federal Bureau of Investigation (FBI) fingerprint check) with periodic updates every five years thereafter. Judiciary employees serve under excepted appointments and are considered “at will” and can be terminated with or without cause by the Court. Employees are required to adhere to the [Code of](#)

[Conduct for Judicial Employees](#) and Court confidentiality requirements. Appointee may be removed from this position for failure to perform at a satisfactory level following reasonable on-the-job training.

Application Requirements:

Qualified applicants should submit a letter of interest demonstrating the applicant's management philosophy and professional accomplishments. Qualified applicants must also submit a resume detailing qualifications, skills and experience necessary to perform the duties of the position. In addition, qualified applicants are also required to list three (3) employment references of past supervisors with contact information, along with a completed [Application for Judicial Branch Employment \(AO 78\)](#).

Application Procedure:

Include all required documents in one pdf file and email to viclerk@vid.uscourts.gov. The subject line should state Systems Supervisor Vacancy. Submissions that do not include all the requested documents in the requested format will not be considered.

Due to COVID-19, interviews may occur via Microsoft Teams. Participation in the interview process will be at the applicant's own expense, and relocation expenses will not be provided. Due to the high volume of applications anticipated, the Court will only contact applicants selected for interviews. Please DO NOT CALL OR EMAIL the court inquiring about the position.

The District Court of the Virgin Islands reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice.

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