

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE
DISTRICT OF NORTH DAKOTA

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SYSTEMS ADMINISTRATOR
VACANCY ANNOUNCEMENT #2018-01

Position Title: Systems Administrator

Salary Range: CL27 - CL28 (\$61,218 - \$95,388)
* salary is dependent upon experience and qualifications - future promotional potential is possible within this salary range without further recruitment

Position Location: U.S. Probation Office - Fargo, ND
* other duty locations may also be considered

Closing Date: February 28, 2018.

Position Overview

The United States Probation and Pretrial Services Office for the District of North Dakota is seeking qualified applicants for the position of Systems Administrator. The incumbent coordinates and oversees the court unit's information technology (IT) services at the direction of the Systems Manager. The Systems Administrator performs routine administration for all IT related hardware and software; aids in developing an annual IT spending plan; assists with research, procurement, implementation, and support of all systems; creates, modifies, and updates documentation related to assigned projects; provides end-user support, problem resolution, and support escalation for all divisional office locations in the District as well as home-based telecommuters. Duties also include collaborating with support staff, probation officers, supervisors, managers, executives, and staff at other court units.

Representative Duties

Work with, and at the direction of, the Systems Manager to meet the following expectations:

- ◆ Provide technical expertise as a team member in the development and operational support of the court's IT systems and services.
- ◆ Assist in support of VMware infrastructure and any related hardware and software.
- ◆ System and end-user support of six (6) divisional office locations in North Dakota and support for telecommuters working from home....occasional travel is required.

- ◆ Research, recommend, implement, and support projects including hardware, software, contracts, and any collaboration needed to accomplish project goals.
- ◆ Perform troubleshooting and triage during service failure scenarios and participate in detailed investigations to determine root cause and corrective actions.
- ◆ Support the court's current LAN, WAN, and VOIP (Cisco) implementation in coordination with other court unit IT staff members.
- ◆ Provide support for Microsoft Windows 7/8.1/10, Microsoft Windows Server 2008R2/2012R2/2016 desktop and server operating systems in an Active Directory environment.
- ◆ Assist with the creation, maintenance, and enhancement of data backup and recovery procedures and practices.
- ◆ Assist in development, implementation, and enforcement of security best practices, policies, training, and annual security assessment/audit.
- ◆ Support of WSUS server(s), PDQ Inventory and Deployment, Symantec Enterprise Endpoint Protection, Malwarebytes Endpoint Protection for security.
- ◆ Support Microsoft Office 2016/O365 software suite.
- ◆ Support Lifesize, Polycom, and other video conference technology.
- ◆ Create and maintain systems documentation as needed.
- ◆ Collaborate with and assist other courts units as needed.
- ◆ Attend IT conferences and training as needed.
- ◆ Other related duties as required.

Qualifications

- ◆ Qualified candidates must have a bachelor's degree in Computer Science, Information Technology Management, or a related field.
- ◆ Candidates must possess at least three years general experience within the information technology environment and at least two years specialized experience, defined as: progressively responsible experience designing, implementing or maintaining computer systems that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management.

- ◆ Applicants must be U.S. citizens or be eligible to work in the United States.
- ◆ The selected candidate will be subject to a drug test, fingerprint check, and full background investigation as a condition of permanent employment. Employment will be considered provisional until the background investigation is completed and favorable employment suitability is determined.

Benefits:

Paid annual and sick leave, Retirement benefits under the Federal Employees Retirement System (FERS), Thrift Savings Plan (401K styled) with employer matching contributions, Health benefits under the Federal Employees Health Benefits Program (FEHB), Supplemental Dental and Vision Benefits under the Federal Employees Vision and Dental Plan (FEDVIP), Life Insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI), a minimum of 10 federal holidays, Flexible Benefits Program for Health Care Reimbursement and Child Care Reimbursement.

Application Process:

Candidates wishing to apply for this position must submit the following information:

- 1) letter of application
- 2) resume
- 3) form AO78 - application for employment (the AO78 form can be found at www.ndp.uscourts.gov/human-resources):

Please send to:

Mark Osman, Administrative Manager
U.S. Probation Office
655 1st Ave. N., Suite 370
Fargo, ND 58102
701-297-7213
mark_osman@ndp.uscourts.gov

Emailed applications should be in pdf format.

Applications must be received on or before February 28, 2018.

The court is not authorized to reimburse the successful candidate for relocation expenses.

Equal Opportunity Employer