



United States Bankruptcy Court
District of Delaware
824 Market Street
Wilmington, DE 19801
www.deb.uscourts.gov

Career Opportunity
Vacancy Announcement #25-02

Position: **Systems and Network Administrator**

Position Type: **Full-Time-Permanent**

Number of Positions: One

Salary Range: CL 27-28 (\$65,159 - \$96,839)
(Salary determined by qualifications and experience)

Duty Location: 824 North Market Street, Wilmington, DE 19801

Opening Date: January 15, 2025

Closing Date: Open Until Filled

Position Overview:

The Systems and Network Administrator provides day-to-day operational support for Microsoft, Cisco, and VMware based information technology infrastructure, including Windows servers and Active Directory. The incumbent ensures effective and efficient server maintenance and operations workflow and practices to help improve availability and performance of systems and dependent environments.

Duties & Responsibilities include but are not limited to:

- Design, configure, and implement network hardware and software. Develop standard guidelines for the use and acquisition of software. Plan, coordinate, implement, and test network security measures in order to protect data, software, and hardware. Monitor and optimize hardware, operating systems, and databases to improve system performance and reliability.
- Advise and make recommendations to management on network and other significant information technology issues. Develop and implement short-term and long-range automation improvement plans for the court unit, ensuring that the changes can be implemented with minimal disruption at

the court site. Lead implementation and integration project teams, as required.

- Provide daily system backup and regularly monitor operations of the network equipment and systems. Recommend and install updates to ensure continued operation and act as the technical expert in solving network and related computer system problems. Install security, operating system patches, and database software upgrades. Provide file server maintenance and troubleshoot problems with network equipment.
- Customize and develop software programming as needed and advise staff on the use of the software. Develop software to extract information from existing system databases, or conversely, to add information to the database. Maintain software library and prepare and maintain documentation of all locally developed software.
- Provide training on new hardware, programs, and databases to IT staff members, including refresher training as needed.
- Provide support and problem resolution to desktop, system, laptop, printer, and PDA users.
- Prepare and maintain documentation for local networks as well as for systems acquired from outside the court or the Administrative Office. Prepare and maintain technical documentation for hardware.
- Identify and develop requirements for procurement of IT equipment and software to protect vulnerable information. Contact vendors when warranty or repair service is needed.
- Maintain contact with IT court personnel at different court locations to remain knowledgeable of developments, techniques, and user programs. Coordinate and manage diverse technical support tasks.
- Maintain high satisfaction (both internal and external) through successful and timely resolution of technical problems.
- Perform helpdesk related duties and provide on-call support.
- Perform other duties and assist with special projects and installments as assigned.

QUALIFICATIONS & REQUIREMENTS:

Bachelor's degree from an accredited college or university with two years of specialized experience, including at least one-year equivalent to work at the CL 26 level. Experience may be substituted in lieu of educational requirement.

Preference will be given to those candidates who possess strong experience in delivering quality end-user automation support to a large user population in a fast paced, technically diverse environment, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked (Microsoft Active Directory) environment.

Experience in configuring, installing, and supporting desktop and laptop/tablet computers and related peripheral devices as well as mobile computing devices (specifically Apple iOS devices) is also highly preferred.

Experience in end user support of Microsoft Office enterprise software products including MS Outlook/Exchange email, MS Office Professional, Skype for Business, and Office 365 (including OneDrive and OneNote) is desirable.

Experience in supporting voice and video telecommunications technologies such as VoIP telephone systems/devices and IP- connected video teleconferencing hardware is also desired, as is experience supporting audio/visual technologies.

Experience in a federal court environment and/or experience with specialized applications designed for the federal courts.

Preferred Qualifications:

Prior Federal Court IT knowledge or experience.

Knowledge of data networking and security concepts and practices.

Conditions of Employment:

Must be a U.S. citizen, who is eligible to work in the United States.

Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are “at will” and can be terminated with or without cause by the Court. Federal Government Civil Service classifications/regulations do not apply.

Employees will be hired provisionally pending the results of a background check.

Direct deposit of pay is required. Applicants selected for interviews must travel or relocate at their own expense.

Benefits:

Federal Judiciary benefits include paid vacation, sick leave and holidays; participation in federal health insurance, life insurance and retirement programs, include the Thrift Savings Plan (tax-deferred retirement savings and investment plan with matching contributions); supplemental dental and vision insurance, and flexible benefit and commuter programs. An overview of Federal Judiciary benefits is accessible at:

<http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

Application Procedure:

Qualified applicants may apply via email to deb_jobs@deb.uscourts.gov Applications must contain: - a (1) cover letter; (2) chronological resume that details experience and qualifications; and (3) a completed Application for Judicial Branch Federal Employment (Form AO78),

The Application for Judicial Branch Federal Employment (Form AO78) is available at <http://www.uscourts.gov/forms/AO078.pdf>

Due to the volume of applications received, the Court will only communicate to those individuals who will be interviewed for this position. No phone calls will be accepted. Only qualified applicants will be considered. Incomplete applications will not be considered.

The United States Courts is an Equal Opportunity Employer.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date if a closing date is shown, any of which actions may occur without prior written notice or other notice.