

## **VACANCY ANNOUNCEMENT 2017-4**

### **OFFICE OF THE CLERK UNITED STATES DISTRICT COURT EASTERN DISTRICT OF TENNESSEE**

**DATE:** July 18, 2017

**POSITION TITLE:** Courtroom Technology Specialist (Full-Time Permanent)

**LOCATION:** Knoxville, TN

**SALARY:** CL 27/1 to CL 28/61 (\$48,170 to \$93,831) – Starting salary is usually in the low to middle portion of the range provided above, depending on qualifications and experience in accordance with the Court Personnel System.

**PROMOTION POTENTIAL:** There is promotion potential to the CL 28 level without competition (when determined qualified and depending upon budget).

**CLOSING DATE:** Expected closing date is August 15, 2017. Opportunity will be considered open until the position is filled or cancelled.

#### **POSITION OVERVIEW:**

The U.S. District Court Clerk's Office for the Eastern District of Tennessee is recruiting for a Courtroom Technology Specialist position responsible for planning, research, acquisition, installation, maintenance, and training for courtroom audio/video systems and services. Responsibilities include courtroom sound, streaming audio and video, video/electronic evidence presentation equipment, displays, recording, and video conferencing equipment at multiple court locations within the district. Job duties include the following:

- Oversee the operation of courtroom technology (audio reinforcement/sound systems and video evidence presentation) to ensure reliable and effective operation. Perform requisite programming to systems to accommodate local needs.
- Provide on-site repair, reconfiguration, adjustments, and replacement of audio/video equipment and supplies.
- Troubleshoot devices at the hardware level. Configure devices and systems for proper operation.
- Develop, recommend, and implement standard policies and procedures to accommodate the utilization of mobile technology and equipment within the courtroom. Develop and implement short and long-range technological improvements, ensuring minimal disruption to courtroom activities.
- Advise the court in areas of technology support, requirements, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation.
- Monitor latest technology and recommend, develop, and install system upgrades or features, which satisfy local court needs. Make adaptations to national systems. Plan, acquire, and install specific systems to meet specialized local needs.
- Test and evaluate new technology prior to application in court environments.
- Develop and instruct on procedures for coordinating video and teleconferences for the court. Procedures may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Serve as instructor for non-technical staff on technology techniques, applications, and utilization. Develop procedural guidelines and training documentation, as needed for end users.
- Procure equipment and services.
- Serve as liaison with other federal agencies such as the U.S. Attorney's Office and Federal Public Defender's Office, and ensure offices receive adequate notice of available court technology. Serve as training coordinator for bar groups using court technology.

- Provide help desk support for courtroom and general technology issues.
- Act as primary technical contact for contractors and other outside vendors when audio/video systems are being installed or are under repair.
- Occasional travel to other courthouses within the District.
- Other duties as assigned.

**GENERAL QUALIFICATIONS:**

- Exceptional organizational and time management skills.
- Excellent interpersonal skills.
- Ability to handle multiple tasks simultaneously.
- Excellent written and oral communication skills with the ability to explain technical concepts in an understandable manner.
- Proficiency at writing effective instructions for users and fellow staff.
- Ability to independently analyze, isolate, and solve problems in complex systems.
- Ability to maintain a professional demeanor, exercise mature judgment, and to be a dependable and flexible team participant.

**COURT PREFERRED SKILLS/QUALIFICATIONS:**

- Five years of specialized experience installing and troubleshooting audio/video systems.
- A relevant associate or bachelor's degree.
- Expert knowledge of Biamp and Crestron programming.
- Excellent wire management skills.
- Comprehensive knowledge of sound reinforcement systems.
- Proficiency in Microsoft Windows environments.
- Proficiency in computer networks as related to audio/video systems.
- Proficiency with Cisco videoconferencing equipment.

**MINIMUM EXPERIENCE AND/OR EDUCATION REQUIREMENTS:**

A minimum of two years of specialized experience defined as: progressively responsible information technology and audio/video experience researching, acquiring, installing, and maintaining audio/video systems that included the completion of audio/video project assignments involving systems analysis, programming, systems integration, and project management.

Classification level will be set based on the work experience, qualifications, and salary history of the successful candidate.

To qualify at a CL 27, at least one year of the required specialized experience must be equivalent to work at the CL 25. Completion of a bachelor's degree from an accredited college or university AND one of the following superior academic achievement requirements can be substituted for the minimum experience requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0.
- Standing in the upper third of the class.
- "3.5" average or better in a major that involves information technology.
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in a field closely related to the subject matter of the position.

To qualify at a CL 28, at least one year of the required specialized experience must be equivalent to work at the CL 27. Completion of a Master's degree or two years of graduate study (27 semester or 54 quarter hours) in an accredited university in a field closely related to the subject matter of the position can be substituted for the minimum experience requirements.

## **CONDITIONS OF EMPLOYMENT:**

- U.S. District Court employees serve under “Excepted Appointments” and are considered “at will.” Employment can be terminated with or without cause by the Court. Federal Civil Service classifications and regulations do not apply.
- U.S. District Court employees are required to adhere to the *Code of Conduct for Judicial Employees* and are subject to strict confidentiality requirements.
- Salary payments are subject to mandatory electronic funds transfer (direct deposit).
- Applicants must be U.S. citizens or eligible to work in the United States.

## **BENEFITS:**

Court employees are entitled to the same benefits as other federal employees such as:

- Thirteen days of paid vacation for the first three calendar years, twenty days after three years, and twenty-six days after fifteen years.
- Ten paid federal holidays per calendar year.
- Participation in a Federal Employees Health Benefits Program and the Federal Employees Dental and Vision Program.
- Participation in Group Life Insurance, Long-Term Care Insurance, and Long-Term Disability programs.
- Participation in a pre-tax Flexible Benefits Spending Account.
- Participation in the Federal Employees Retirement System with investment opportunities through the Thrift Savings Plan.

## **APPLICATION PROCESS:**

Submit one document in PDF format via e-mail to [jobs@tned.uscourts.gov](mailto:jobs@tned.uscourts.gov) that includes the following:

- A cover letter addressing the qualifications, skills, and experience necessary to perform the job;
- A resume, including a list of professional references; and
- A completed AO 78, Application for Federal Judicial Branch Employment (available on the court’s website at <http://www.tned.uscourts.gov/docs/ao78.pdf> ).

## **INCOMPLETE SUBMISSIONS AND SUBMISSIONS THAT ARE NOT RECEIVED IN A SINGLE PDF FILE MAY NOT BE CONSIDERED.**

- Only applicants selected for an interview will be notified.
- Applicants interviewed will take a computer skills test.
- Employment references will be checked prior to a job offer.
- The successful candidate will undergo a mandatory FBI fingerprint check/background investigation and will be considered a provisional employee pending successful completion of the investigation.
- The court is not authorized to reimburse candidates for travel in connection with an interview or pay for any relocation expenses.

*The court reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.*

**THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER  
AND VALUES DIVERSITY IN THE WORKPLACE**