

**UNITED STATES PROBATION & PRETRIAL
SERVICES OFFICE DISTRICT OF
MASSACHUSETTS**

NOTICE OF VACANCY



POSITION TITLE: Systems / Network Administrator (Reopened)

POSITION TYPE: Full-Time Regular (FTR), Excepted Service

ANNOUNCEMENT #: #22-05

LOCATION: Boston, MA

CLASSIFICATION LEVEL: CL 27-28 (\$59,299- \$115,545)*
* Starting salary depending on qualifications and experience.

OPENS: March 9, 2023

CLOSES: Open Until Filled
{Preference to those that apply by 03/23}

The U.S Probation & Pretrial Services Office for the U.S. District Court for the District of Massachusetts is currently accepting applications for an experienced full-time Systems/Network Administrator to perform systems administration, implement security/critical patches, remediate vulnerabilities, deploy hardware and software and provide technical support to Probation office staff. The ideal candidate must have good technical knowledge and be able to communicate effectively.

Representative Duties:
At the CL-27 level:

- Setup up, configure, deploy, and document devices such as desktop computers, laptops, and cellular telephones.
- Monitor, troubleshoot, and repair the network, servers, and workstations; implement improvements for performance and security.
- Deploy and maintain installation of Microsoft Office 365.
- Install, manage, and maintain printers, scanners, and other peripherals including firmware and driver updates.
- Respond to help desk calls and e-mails and log problems in a help desk ticketing system. Assist with routine problems. Provide information and assistance to users on desktop applications.
- Install, configure, and document software and manage software deployment, patching and upgrades using endpoint management tools.
- Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, and network components. Monitor providers websites to ensure patches are tested and applied in a timely fashion.

- Remediate security vulnerabilities on servers, desktop, laptop, and tablet computers in order to protect data, software, and hardware.
- Monitor network infrastructure and components, including all servers and workstations, and implement improvements to performance and security. Design, modify, enhance, test, and implement standard configurations for deployment of workstations, servers, and network components and client software.
- Provides technical expertise in the development and operational support of the court unit's systems and services. Designs, tests, configures, and deploys new or enhanced systems and applications. Performs troubleshooting during failures and conducts detailed investigations to determine root cause and corrective actions.
- Analyzes user needs. Research alternatives and proposes solutions. Coordinates hardware and software system installation and monitors equipment functioning to ensure specifications are met.
- Provide end user training.
- Perform other related duties or special projects, as assigned.

At the CL-28 level:

- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations.
- Reviews, evaluates, and makes recommendations on the court unit's IT security program. Assists with the development and maintenance of security policies and procedures. Reviews system security logs in accordance with established policies. Assists with the identification, implementation, and documentation of security safeguards on information systems.
- Establish mechanisms to promote security awareness and adoption of security best practices.
- Plan for disaster recovery operations and testing, including network performance, security, produce useful system documentation, and perform system startup and shutdown procedures, and maintain control records. Monitor and perform data backups.
- Participate in district-wide network projects including hardware upgrades, work with Administrative Office on wide area network equipment upgrades.
- Perform other related duties or special projects, as assigned.

Minimum Qualifications/Requirements:

- At least two to four years of demonstrated knowledge and experience in network administration is required.
- Must be highly self-motivated, extremely detail-oriented and organized.
- Must present a professional demeanor, positive personality and work well in a team environment.
- Must possess excellent written and verbal communication skills.
- Must be an innovative and creative problem solver who can effectively work with management on projects and daily challenges.
- Must be able to manage multiple priorities and projects with limited supervision.
- Commitment to public service.
- Ability to identify new products and solutions to implement new technologies.
- Experience with Active Directory, DNS, DHCP and DFS.
- Experience with Windows servers.
- Applicants must be able to travel to our satellite offices located in Lawrence, Taunton, Worcester, and Springfield Massachusetts.
- Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

Preferred Qualifications:

- Bachelor's degree in Computer Science or related field is preferred.
- Master's degree of two years of graduate study may be substituted for required specialized experience if

obtained in a field closely related to the subject matter of this position.

- Experience with Apple products, iOS operation system and mobile devices
- Familiarity with Microsoft Office, Windows and Adobe Acrobat preferred.
- Experience with KACE desktop management system preferred

FBI BACKGROUND INVESTIGATION

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination.

Candidates for employment will be required to follow the vaccination policy for the District of Massachusetts.

APPLICATION PROCESS:

Consideration will only be given to those that apply through the court's online applicant tracking system. To view openings and to apply, visit our applicant tracking system at <https://forms.mad.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A cover letter of interest indicating why you are interested in this position and what best qualifies you
2. A current resume, including a list of three (3) professional references and their current contact information;
3. A transcript if using educational substitution to qualify and,
4. A completed AO-78, Application for Judicial Branch Federal Employment (submitted via applicant system).

Application packages will not be considered completed until ALL the items listed have been received by Human Resources.

Information For Applicants:

The District of Massachusetts U.S. Probation Office is an equal opportunity employer that is committed to a diversified workforce. Employees of the U.S. District Court are appointed in the excepted service, are considered "at-will" employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicants must be a United States Citizen or permanently eligible to work in the United States. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment. The Federal Financial Management Reform Act requires direct deposit of federal wages.

The U. S. Probation & Pretrial Services Office reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein.

Due to the expected high volume of applicants for this position, the U.S. Probation Office will only make contact with those qualified applicants who will be invited to interview. Applicants invited for a personal interview will be subject to a criminal record check with law enforcement agencies.

NO FAXES OR EMAIL PLEASE