



# CAREER OPPORTUNITY

## UNITED STATES PROBATION OFFICE Texas Northern

<b>POSITION TITLE:</b>	Citrix Administrator
<b>TERM:</b>	<b>Not to exceed one year and one day, but may be extended an additional two years if necessary</b>
<b>ANNOUNCEMENT:</b>	16-03
<b>DUTY STATION:</b>	Dallas, Texas
<b>OPEN DATE:</b>	January 19, 2016
<b>CLOSING DATE:</b>	February 16, 2016
<b>STARTING SALARY:</b>	\$60,119 to \$97,739 (CL 28) *NOTE - a hiring incentive of up to 25% of the base salary may be offered to highly qualified candidates

### POSITION OVERVIEW

The United States Probation & Pretrial Services Office for the Northern District of Texas, in a shared services agreement with the Eastern District of Texas, has an opening for a Citrix Administrator. The Citrix Administrator will be part of a team responsible for maintaining a complex infrastructure. The applicant must demonstrate knowledge of several areas including all of the Citrix components, Microsoft Active Directory, Group Policy, Windows administration (2003/2008/2012/7). Existing knowledge of Citrix technologies including Provisioning Services, Dedicated Controllers, StoreFront, XenApp, and XenDesktop is strongly desired. The applicant should be able to communicate and work with a group, and will be asked to interact with management in order to assist in making informed decisions. This individual will be deeply involved in the design of computer systems, applications, and user interfaces for both the Northern and Eastern Districts of Texas. This position will report directly to the Information Technology Supervisor. This position will be based both in the Northern and Eastern Districts of Texas. It is expected the selected individual will spend three days per week in the Northern District and two days per week in the Eastern District.

### Duties include, but are not limited to the following:

1. Responsible for deploying, management, maintenance, support and monitoring of the virtualized environment;
2. Monitor processor utilization and develop models for processor sizing and workload distribution;
3. Assist in the development and testing and support of the Disaster Recovery Plan;
4. Ensure the high availability of the production environment;
5. Analyze, devise, and optimize supporting applications, within accepted enterprise architecture;
6. Work with other team members to coordinate delivery of system enhancements or needed integrations using accepted methodologies;
7. Collaborating within and across teams to establish and document best practices regarding the virtual environment;
8. Prepare technical and change controls documentation as necessary;
9. Perform technical requirements gathering, gap analysis, problem determination, and solution formulation;

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10. Develop, document and distribute production operational processes;
11. Perform day to day supports for customers, and all enterprise servers in a production and pre-production environments;
12. Assist in the support of hardware and software systems;
13. Configure new applications and upgrade systems;
14. Evaluate, implement, and integrate new hardware and software products and services.
15. Provide innovative ideas and solutions to platform issues;
16. Proactively manage alerts and escalations to closure;
17. Participate in customer support calls as needed;
18. Evaluating technologies, contrast their capabilities and make recommendations to management;
19. Analyzing information as it pertains to the key elements associated with solutions ensuring that the enterprise architecture guidance is followed;
20. Consistently displays the core values of the organization and presents himself/herself as a positive role model for others to follow

### **QUALIFICATION REQUIREMENTS**

- Bachelor's degree, with a technical major, such as engineering or computer science preferred;
- A minimum of 2 years of experience as a Citrix/Systems Administrator with increasing responsibility preferred;
- MCSA or MCSE preferred;
- Citrix Certified Administrator (CCA) preferred;
- Experience deploying and managing XenDesktop and XenApp 7.6, Provisioning Services, StoreFront, Citrix NetScaler, Citrix Remote PC VDA, and scripting is strongly desired;
- Strong systems administration experience covering various server platforms (Linux, UNIX, Windows);
- Possess working knowledge of Connectivity Troubleshooting for remote users.
- Experience working with a diverse user base;
- Ability to analyze and solve problems;
- Ability to interact with staff, members and others encountered in the course of work;
- Ability to perform highly detailed work on multiple, concurrent tasks;
- Ability to work under intensive deadlines; and
- Ability to respond when called and performs troubleshooting in a timely manner.

### **ADDITIONAL REQUIREMENTS**

The incumbent must have the ability and availability to travel to other divisional offices or other destinations for work related reasons, and stay overnight as needed. The incumbent must have the ability and availability to work nights and weekends. The incumbent must be legally authorized to drive a motor vehicle and must have access to a car for travel when a government car is not available.

To qualify for this position the applicant must have demonstrated the ability to:

- Organize and prioritize work, work independently with little or no supervision, and exercise discretion
- Interact and communicate effectively (orally and in writing) with people
- Be innovative and creative, consistently providing high quality service while contributing to a positive work environment

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## HOW TO APPLY

Applicants who meet the requirements outlined in the position announcement will be required to upload the following documents to the Employment Application System (link provided below), and answer the pre-screening questions.

- Cover letter (two page limit)
- Resume (two page limit) citing professional experience and educational background.
- Two most recent performance evaluations
- A completed application (AO-78)
- References (AO-78 Supplement A)
- Official transcripts

All documents, with the exception of transcripts, must be submitted via the online Employment Application System using the following link:

<https://tdi.ilnb.uscourts.gov/wwwroot/Employment/appform.cfm?ref=yv7gpw3b&pos=16-03>

*Note: This link is unique for this position opening only.*

Application packets submitted via fax, email, or the U.S. Postal service will not be considered for this position.

### TRANSCRIPTS

Because only **official** transcripts will be accepted, transcripts are submitted separately. Official transcripts must be submitted by:

- A link sent to [hr@txnp.uscourts.gov](mailto:hr@txnp.uscourts.gov) from your university or college, or
- Regular mail or overnight courier to:

**U.S. Probation & Pretrial Services  
Human Resources Department  
1100 Commerce Street, Room 1329  
Dallas, TX 75242**

Additional information about employment within U.S. Probation & Pretrial Services, and blank application and references forms are found at:

<http://www.txnp.uscourts.gov/content/careers-within-us-probationpretrial-services>

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