



CAREER OPPORTUNITY

UNITED STATES PROBATION OFFICE

Texas Northern

POSITION TITLE:	Information Technology Supervisor CL 29 (Target Grade: CL 30)
ANNOUNCEMENT NUMBER:	21-10
LOCATION:	Dallas
OPEN DATE:	09/16/2021
CLOSING DATE:	Open until filled with preference given to those applying by 10/29/2021
STARTING SALARY:	\$79,432 - \$129,149 (Table DFW)

Transfer applications from other districts are welcomed.

DISTRICT MISSION STATEMENT

We value each individual and their potential to change. As effective agents of that change, we provide excellent service to our clients and the courts, creating a safer community through the fair administration of justice. Our guiding principles are: Dedication, Empowerment, Idealism, and Integrity.

DISTRICT SUMMARY

The Northern District of Texas is a learning organization which encourages all staff to use their strengths to explore opportunities for meaningful personal, professional, and organizational growth. We support and expect team members to continue developing throughout their careers. We incorporate the Federal Judicial Center's [competencies](#) as part of our performance evaluation process to encourage that development. We recognize that individuals have varying talents and passions, and we seek to match roles, responsibilities, and opportunities to individual strengths, while meeting the mission and needs of the organization. We believe that leadership is a shared responsibility of all team members and we expect staff at all levels of the organization to lead from where they stand. We encourage creativity and ingenuity in problem solving.

This district is geographically one of the largest in the United States. We serve a one hundred-county area, bordering the states of Oklahoma and New Mexico. These counties also extend to approximately ninety miles from the Mexico border. Our headquarters office is in Dallas in the Earle Cabell Federal Building. We also have offices located in the federal courthouses in Fort Worth, Wichita Falls, Abilene, San Angelo, Lubbock, and Amarillo.

POSITION OVERVIEW

The Information Technology Supervisor supervises and coaches a team of IT professionals and is responsible for the planning, procurement, and installation/upgrade and/or oversight of all national and local systems and applications. The incumbent troubleshoots and resolves operational and network-related automation problems and ensures an effective cyclical maintenance program for all office automation equipment. Job responsibilities include, but are not limited to:

- Advise management in all aspects of automation needs, objectives, and capabilities, including anticipation of future requirements and potential problems. Develop short- and long-range automation improvement plans for the court unit; ensuring changes can be implemented with minimal disruption.

- Provide supervision and oversight, cultivates, and mentors professional and/or support staff involved in IT activities, including establishing standards, assigning and reviewing work, and evaluating performance. Oversee the daily operations of the department to include analyzing workflow, establishing priorities, setting deadlines, and providing feedback to team members.
- Manage and execute implementation plans for major automated systems. Conduct/oversee post-implementation testing to ensure adequacy of systems and applications and recommend changes, as required. Travel within the district may be required. Occasional emergency and after-hours coverage may be required.
- Oversee procurement of hardware, software, peripherals, and support contracts. Develop specifications and evaluate bids in accordance with regulations. Monitor delivery, installation, and implementation of equipment and systems.
- Provide oversight and support of the network, various serial communication systems, web-based services, electronic mail systems, and operational and administrative applications and systems.
- Establish and maintain system operating procedures, protocols, data security, backup plans, and user permissions. Develop and maintain local court technical documentation for administered systems.
- Maintain automation equipment inventory according to internal control guidelines. Oversee automation equipment cyclical maintenance program for the court unit.
- Develop and maintain library of software, including documentation of locally developed applications. Prepare statistical and management reports for operational and/or administrative areas of the court unit.
- Work closely with information technology professionals within the district and circuit to ensure operational integration and efficiency. Interact with IT professionals at the AO and counterparts in other districts to exchange information on new developments and refinements.
- Establish and deliver training regarding system use and capabilities to court staff.
- Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Always demonstrate sound ethics and good judgment.
- Communicate effectively (orally and in writing) to individuals and groups to provide information and translate technical terms into non-technical language. Interact effectively and appropriately with others, provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Foster effective and collaborative internal and external working relationships.
- Possess and utilize emotional intelligence skills (self-awareness, self-management, social awareness, and relationship management) in the course of daily work activities and working relationships to achieve goals.

MINIMUM POSITION REQUIREMENTS

To qualify for a supervisory position, an individual must meet the qualification standards applicable to positions for the highest level of work effectively supervised. The individual must:

1. Have specialized experience that includes progressively responsible administrative, technical, professional, supervisory, or managerial experience that provided an opportunity to gain:
 - A. Skill in developing the interpersonal work relationships needed to lead a team of employees,
 - B. The ability to exercise mature judgment, and
 - C. Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved;

and
2. Have at least one year of experience at or equivalent to the next level below the level of the position for which the individual is being considered.

3. Have a bachelor's degree in Information Technology or a closely related field of study. Two years of experience supervising a team of IT professionals may be substituted for the bachelor's degree.
4. Display proficiency when applying the theories, principles, practices, and techniques of computer hardware, software, office automation, database design, and data communications. Demonstrate attention to detail when analyzing, evaluating, and determining automation needs and planning to implement systems to meet those needs. Exhibit a thorough knowledge of virtualization, operating systems, servers, workstation products, and network infrastructure topologies. Exhibit knowledge of data communications security and privacy techniques. Display a clear understanding of the principles of business systems analysis, including procedural documentation, equipment, and project implementation. Demonstrate expertise in designing effective information technology subsystems and developing appropriate programs. Display proficiency in maintaining multiple information technology systems using different programming languages and operating systems. Apply knowledge of federal court and unit operations, roles, functions, and organizational structures.
5. Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem-solving skills when managing conflicts in the workplace. Display skill in leading supervisors in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.
6. Display proficiency in the use of automated equipment including word processing, spreadsheet, and database applications; as well as applicable automated systems, websites, and other computer-based systems used by the court unit to research and process a variety of information and transactions. Demonstrate proficiency with applicable software, hardware, and web-based applications.

PREFERRED SKILLS

- At least two years in a capacity of supervising those with specialized experience. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.
- Prior IT experience within the federal judiciary.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.
- Extensive knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the Executive Team.
- Ability to implement, operate, document, and troubleshoot information technology systems considering both hardware and software issues. Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to both lead and work as part of a team.

PROMOTIONAL OPPORTUNITY

Promotional opportunity, based on performance, to target grade without further competition. Must be at CL 29 level at least one year with potential to move to target grade within three years in role.

HOW TO APPLY

Applicants who meet the classification and minimum position requirements should:

1. Submit a cover letter (two-page limit) answering the following question: Tell us about the most recent difficult decision you had to make professionally. What was the situation? Why was it difficult? Describe the outcome.
2. Submit a resume (two-page limit) citing professional experience and educational background.
3. Submit their two most recent performance evaluations signed by their manager.
4. Submit a current, complete [Application for Employment \(AO 78\)](#). Please note the additional documents which may be required to complete the process (listed on page one of the application).
5. Submit contact information for [three references](#).
6. Proceed to <https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=21-10> to upload all required documents (PDF format) and answer final application questions.

BENEFITS

Employees of the U.S. Probation and Pretrial Services Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan from several options, life insurance, optional long term care coverage and long term disability coverage, optional vision insurance and dental insurance, annual and sick leave, paid parental leave, a pre-tax reimbursement program, federal holidays and mandatory Electronic Funds Transfer for payment of net pay.

DISCLOSURES

- U.S. Probation reserves the right to modify the conditions of this job announcement, extend the screening process, withdraw or re-advertise the announcement, or fill the position sooner than the closing date without prior notice.
- Applications will be accepted from U.S. Citizens and Non-Citizens as allowed by appropriations and statute.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct for Judicial Employees.
- Applicants will be subject to a skills test.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus.

Applicants will receive an automated reply acknowledging receipt of the application. Incomplete packets will not be considered. If you have questions, please [contact us](#).