

**Training & Automation Support Specialist**

Vacancy Announcement #: 2023-02-SAS

POSITION:	Training & Automation Support Specialist
POSITION TYPE:	Full-Time Permanent (Mon – Fri, 8:00 am to 5:00 pm)
SALARY RANGE:	CL27 – \$61,220 - \$99,548 Pay Table DEN CL28 – \$73,387 - \$119,303 Pay Table DEN <i>*Starting salary depends on qualifications and experience. CL28 promotion potential without further competition.</i>
OPEN DATE:	January 20, 2023
CLOSING DATE:	Open until filled; preference given to those who apply by COB Friday, February 17, 2023.
AREA OF CONSIDERATION:	Open to all qualified individuals
LOCATION:	Denver, Colorado

The United States District of Colorado is accepting applications for the position of Training & Automation Support Specialist. This full-time position is a member of the IT Department that operates in a shared administrative services environment and serves approximately 200 employees of two court units: U.S. District Court (to include 22 judicial officers/staff) and the U.S. Probation Office (law enforcement officers and non-law enforcement staff). Recruitment for this position is being posted for internal and external applications.

The Training & Automation Support Specialist is responsible for providing a full range of high quality, relevant and timely technical training and support to all employees of the U.S. District Court and U.S. Probation Office and reports directly to the Director of Information Technology. As part of the support and training, the incumbent shall also work with various national systems and those developed and customized for local use.

REPRESENTATIVE DUTIES

The representative duties of this position include but are not limited to:

- **Customer Service/Behavioral Expectations:** IT staff members deliver a wide and varying set of services to a diverse group of end users. The IT Department supports judges, chambers staff, the diverse needs of the Clerk's Office and the U.S. Probation Office. The support services the IT Department provides must be timely, accurate, fully operational, and must be presented in a manner that end users can quickly understand. Customer service is an integral component of the mission of the IT Department. Staff members maintain confidentiality of court records, operational practices, personnel records, and they are expected to work with others in a straightforward, respectful, and honest manner.
- **Technical Proficiency:** Technical proficiency skills include the effective use of technical knowledge regarding the different areas of responsibility an IT staff member is charged with supporting. Each staff member of the IT Department is required to have the necessary technical proficiency to perform their responsibilities as assigned by the IT Director. Those proficiencies allow the staff member to appropriately support the end users as well as provide for a level of innovation that leverages the efficiencies that technology can provide. IT systems are constantly evolving, and staff members are required to adapt and advance with this evolution.
- **Works with IT Director to develop and recommend short- and long-range information technology improvement and efficiency plans for Chambers, Clerk's Office and Probation Office staff.**

- Responsible for providing information, assistance, and training to all users on all Windows-based desktop computer programs, covering a wide range of applications such as, but not limited to, Microsoft Office 365 applications (Word, Excel, PowerPoint, Access), Microsoft Outlook, Microsoft Teams (and built-in apps), Microsoft SharePoint, Adobe Acrobat DC, and Web Browsers (Edge, Firefox, Chrome).
- Responsible for developing training media such as user documentation, reference guides, electronic learning modules, and informal classroom sessions designed to accommodate a variety of adult learning methods. Responsible for creation and delivery of security awareness materials and training.
- Conducts regular assessments of training and process improvement needs for court staff at all levels, including judges, chambers staff, probation office staff and clerk's office staff through surveys, interviews, and meetings with court employees.
- Responsible for maintenance of existing macros, templates and forms in MS Word and Adobe Acrobat. Responsible for working with end users to identify and create new templates in the appropriate application.
- Responsible for creation and maintenance of existing and new forms using Template Services, Microsoft Visual Studio and Microsoft Visual Basic for Applications (VBA) to access data from PACTS and CM/ECF. Responsible for maintenance of existing Microsoft Access databases, created to assist in case management, interpreter scheduling, etc.
- Prepares and maintains technical documentation for use of court software applications, hardware use and procedures.
- Analyzes current operating systems, software and hardware configurations, and end-user support request trends for process improvement methodologies to help define and quantify problems. Proposes and advises on upgrades and new technology.
- Assists, when needed, in the support and configuration of PC desktop operating systems and applications, including Windows 10, MS Office365 applications, Adobe Acrobat, Internet Browsers, all mentioned above. Assists, when needed, in the support and configuration of hardware and peripherals, including Intel-based PCs and mobile devices, monitors, local and network printers, scanners, smart card readers and/or PIV-I, etc.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

To qualify for a CL 27, the applicant must have at least two years of specialized experience or completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement 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 GPA in a field of study closely related to the subject matter of the position;
 - Election to membership in Phi Beta Kappa, Sigma Xi, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies;
- or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in a field closely related to the subject matter of the position.

General experience is defined as progressively responsible experience that provides evidence that the applicant has: (a) a good understanding of the methods and administrative machinery for accomplishing the work of an organization; (b) the ability to analyze problems and assess the practical implications of alternate solutions; c) the ability to communicate with others, orally and in writing; and (d) the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

Specialized Experience is defined as progressively responsible experience that provided knowledge of the theories, principles, practices and techniques of computer hardware and software applications and involved the routine use of automated systems or other computer-based systems such as word processing, spreadsheets, or database applications.

PREFERRED QUALIFICATIONS

- Bachelor's Degree or minimum of 3 years professional experience in an IT environment.
- Extensive knowledge of Microsoft applications to include O365, Outlook, Teams, SharePoint, Visual Studio and VBA.
- Extensive knowledge of Adobe Acrobat DC.
- Thorough knowledge of adult learning theories, online and classroom learning methods and needs assessment techniques.

BENEFITS

A generous benefits package is available and includes the following: 13 days of vacation for first three years (which increases with tenure) and 13 days of sick leave, 11 paid holidays, retirement benefits, and Thrift Savings Plan (TSP) including a government match of up to 5%. Optional benefits include health and life insurance, dental and vision insurance, long-term care insurance, a Flexible Benefits Program which includes health, dependent care, and parking reimbursement, RTD EcoPass (depending on budget), and an in-house fitness facility. Also included is the Federal Occupational Health (FOH)/Employee Assistance Programs (EAP). Student loan forgiveness is available to those qualified, pursuant to the terms of the Public Service Loan Forgiveness ([PSLF](#)) program. Court employees may also be eligible for telework or flexible schedules, in accordance with local policy. See the complete list of benefits on our employment [website](#).

ADDITIONAL INFORMATION

Employees must adhere to a Code of Conduct. This position is subject to mandatory fund transfer (EFT) participation, adherence to 8 U.S.C. § 1324b(a)(3)(B) regarding hiring of lawful permanent residents, and FBI fingerprint and background check. This position is classified as "high-sensitive," and employment will be considered provisional pending the successful completion of an initial 10-year background investigation with updates performed every five years thereafter.

An internal reassignment (current employees of the U.S. District Court for the District of Colorado) requires a mandatory 6-month probationary period. New hires (including transfers from within the Judiciary) require a mandatory 12-month probationary period.

Applicants selected for an interview may be required to participate in job-related testing as part of the screening process.

HOW TO APPLY

All qualified applicants should submit the following:

- Application form AO78 (Download it [here](#))
- Current resume and cover letter

All applicants must complete the "Optional Background Information" section of the [AO78](#) (page 5) for consideration. Your application packet must be submitted **as a single pdf document** by email to: cod_hrd@cod.uscourts.gov. Please note "Vacancy Announcement: 2023-02-SAS" in the subject line of the email. Incomplete applications may not be considered.

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