



UNITED STATES DISTRICT COURT  
MIDDLE DISTRICT OF NORTH CAROLINA

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**VACANCY ANNOUNCEMENT**

<b>POSITION:</b>	Director of Information Services
<b>ANNOUNCEMENT:</b>	16-05
<b>LOCATION:</b>	Greensboro, NC
<b>CLASSIFICATION LEVEL/SALARY:</b>	(CL 30-31) \$79,806 to \$152,614 Depending on experience and qualifications. If appointed at CL-30, promotion potential without further competition to CL-31 exists.
<b>TERM:</b>	Permanent
<b>CLOSING DATE:</b>	Open until filled <i>Priority consideration given to applications received by November 25, 2016.</i>

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**POSITION DESCRIPTION**

The Clerk of the United States District Court for the Middle District of North Carolina in Greensboro is receiving applications for the position of **Director of Information Services**.

This position is responsible for managing the Information Technology Department of the United States District Court. The District Court has approximately 70 users based in Greensboro, Winston-Salem and Durham, NC. The Director will supervise four technology professionals, report directly to the Chief Deputy Clerk and be a member of the Clerk's executive management team.

The Director must possess excellent leadership, project management, analytical, customer service, and communication skills; successfully direct the planning, acquisition, and deployment of all automation systems; and, coordinate and oversee operations and delivery of IT services.

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**REPRESENTATIVE DUTIES**

Typical job duties include:

- Oversees the administration, operation, back-up, and support of automation, including network systems, Windows and Linux servers, remote access, desktop applications, computers, printers, scanners, web sites, courtroom technologies, audio-video systems, telephones, mobile devices, etc.
- Ensures automation operations adhere to applicable guidelines and regulations; and, develops and implements improvement plans, new standards, and best practices for identified short and long range automation needs.
- Evaluates emerging technologies and national initiatives to advance the court's IT systems, operations, network, and database.
- Works with information technology professionals to find solutions to manage business activities.
- Supervises a team of experienced IT staff, while working closely with management, the Administrative Office and external vendors.
- Develops a budget spending plan for the court's needs and objectives; allocates resources to support the cyclical replacement and maintenance of all systems; provides justification for expenditures; and, manages acquisitions, contracts, and positions within the approved budget. Researches and recommends new services and products in alignment with national initiatives.
- Researches, evaluates, and recommends system equipment purchases, placement, and configuration.

- Oversees and exercises close control over automation inventory maintenance and software license management to maintain current records.
- Ensures physical and logical security and integrity of hardware, software, servers, and databases to include user access, off-site storage, and security procedures; and, develops and manages an IT continuity of operations plan (COOP) in the event of a disaster or major system failure.

We are looking for a strong leader dedicated to providing the highest levels of customer service to judicial officers and court staff and a vision for the use of technology to further the mission of the court.

## **QUALIFICATIONS**

Applicants must have:

A minimum of five years of information technology experience which demonstrates:

- 1) thorough working knowledge of principles and techniques of computer hardware and software, office automation, database design, and data communications with the ability to troubleshoot and problem solve;
- 2) extensive knowledge of software testing methods, practices, and preventive maintenance activities;
- 3) substantial knowledge of systems design and development, programming concepts, and languages;
- 4) proficiency with tools concerning computer networking, database management, and internet/intranet applications and development, and website design;
- 5) considerable knowledge of UNIX/LINUX operating systems, INFORMIX compliant relational database management system, desktop and server virtualization, and LAN/WAN architecture; and
- 6) significant experience in conducting research of available services and products, providing proposed solutions, and isolating and taking necessary corrective actions.

At least three years of progressively responsible administrative, technical, professional, supervisory or managerial experience that provided an opportunity to acquire skill in developing the interpersonal work relationships needed to lead a team of employees, the ability to exercise mature judgement, and knowledge of the basic concepts, principles, policies, and theories of management. At least one year of this experience must be equivalent to work at the CL-29 grade if appointed at the CL-30 level. If appointed at the CL-31 level, at least one year of this experience must be equivalent to work at the CL-30 level.

Preferred qualifications include:

- A bachelor's degree in Information Technology, Computer Science, or a similar field of study;
- Leadership experience resulting in strong leadership skills, including the ability to effectively coach, develop, motivate and manage an experienced, service-oriented team;
- Prior Federal Court knowledge or experience;
- Proven ability to assume and delegate responsibility;
- Proven ability to work effectively with judges and chambers staff, or individuals of comparable authority;
- Superior work ethic, motivation and desire to excel;
- Excellent oral and written communication skills;
- Desire and ability to provide a high level of customer service;
- Detail-oriented and organized;
- A professional demeanor.

Physical Requirements:

Successful candidate must be able to bend, pull, push and lift up to 30 pounds, reach, walk, stand and/or sit

for extended periods, with or without accommodation.

## **BENEFITS**

Federal benefits include ten paid holidays, paid vacation and sick leave, participation in the Federal Employees Retirement System and matching and tax-deferred Thrift Savings Plan. Optional participation in Federal Health Insurance, Federal Group Life Insurance Program, Flexible Benefits Program, Federal Judiciary Long Term Care Insurance Program, and private long term disability insurance.

## **INFORMATION FOR APPLICANTS**

The United States District Court requires employees to adhere to a code of conduct which is available on the judiciary's web site at <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct>. As a condition of employment, the final candidate will be subject to a background investigation. This position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees.

Due to the volume of applications received, only the best qualified applicants will be invited for personal interviews. The United States District Court is a smoke-free environment. Applicants must be U.S. citizens or eligible to work in the United States. Applicants can download an application from our web site at [www.ncmd.uscourts.gov](http://www.ncmd.uscourts.gov). Applications may also be obtained in the Clerk's Office, 4<sup>th</sup> Floor, U.S. Courthouse, 324 W. Market St., Greensboro, NC.

## **TO APPLY:**

Please submit a cover letter and resume (or application) marked CONFIDENTIAL to

U. S. District Court  
Attn: Human Resources  
Specialist  
324 W. Market St.  
Greensboro, NC 27401

Applications should be received no later than **November 25, 2016**. Travel and relocation expenses will not be reimbursed.

*The United States District Court is an Equal Opportunity Employer.*