



UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON

ENTERPRISE DESKTOP SYSTEMS & SUPERVISOR

ANNOUNCEMENT NUMBER 24-WAW-31

ANNOUNCEMENT DATE July 24, 2024/Open until filled; preference given to resumes received by August 14, 2024.

The United States District Court for the Western District of Washington is seeking a highly qualified Enterprise Desktop Systems Supervisor. This position is part of a consolidated IT Department and reports to the IT Director. The position performs work related to the implementation, administration, and support of workstations and the day to day operations of the Help Desk in the U.S. District Court, including judicial chambers, Clerk's Office, U.S. Probation and Pretrial Services.

The Enterprise Desktop Systems Supervisor performs professional work related to the management of workstations, planning, development, implementation, training and support, and provides actionable advice to improve customer service and serves as a team lead to fulfill Help Desk coverage within the Court. This position provides first-line supervision to the Help Desk staff and oversees their hours, coverage, training, coordination, and projects. This position manages enterprise level projects pertaining to the desktop environment.

This position is located at the federal courthouse in Seattle, Washington, with regular travel required to divisional offices including Tacoma to fill in Help Desk coverage gaps; driver's license required. This position is expected to work in the office and may be approved to work from home on a case by case basis.

REPRESENTATIVE DUTIES

- Collaborates with the Senior Systems Administrator to create images, implement updates, and other maintenance needed to support workstations.
- Works closely with the IT Director to ensure the proper sequence of events are identified prior to implementation and things are in alignment with the project plan.
- Supervises employees by assigning and reviewing their work, evaluating their performance, and recommending disciplinary actions.
- Assists in developing work standards. Supervises, delegates, and prioritizes workload. Implements staff procedures and conducts staff meetings. Identifies issues and resolves disputes. Maintains documentation, statistics, and employee records.
- Trains the Customer Support Technician Team on policies, procedures, and internal controls. Make recommendations regarding CST team members' appointments, promotions, and separations.
- Displays supervisory skills through assessing and documenting employees' performance towards identified goals and objectives within a specific rating period. Leads the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential improvements.
- Manages the Court's technology equipment inventory process.
- Manages the Court's cyclical replacement program for desktops and peripherals, including coordination of deployment schedule, documentation, hardware selection, procurement, and reporting.
- Assists the IT Director in assessing specialized upgrades for workstations with special functions outside of the standard.

- Manages major national hardware and software initiatives (i.e. NFax, Outlook, Office 365) that impact local court users, including coordination with national resources, project scheduling, testing, and user training.
- Administers the enterprise solution for managing the Court's mobile devices, including deploying software, deploying mobile devices, and maintaining device security.
- Works with Court operations across agencies to identify trends and upcoming issues that need to be addressed such as software versions and compatibility with applications.
- Communicates with users regarding upgrades, system outages, and other pertinent IT information using SharePoint Announcements, Website updates, email, etc.
- Oversees the Court's enterprise level desktop management responsibilities, including imaging, configuration version control and works with the IT Security Specialist for patch management.
- Manages all desktop support documentation, including training materials, for desktop applications.
- Completes security documentation and disaster recovery documentation related to the desktop environment.
- Troubleshoots hardware, software, and shared resource access issues on all Court computers, being vigilant in identifying trends and opportunities to utilize enterprise level solutions.
- Assists Network and Systems Administrators with WAN and LAN troubleshooting using industry standard troubleshooting skills.
- Routinely visits all court offices to support end users and ensure equipment is properly maintained.
- Continually improves their technical skills and knowledge of court applications by actively seeking out relevant training and education opportunities.
- Provides on-call help for situations such as extraordinary court proceedings, major network incidents (planned or unplanned), special projects, etc.
- Creates and employs methodologies, templates, guidelines, checklists, procedures, and other documents in support of the Court's IT security framework. Leads and facilitates the review, update, and the approval process for security documents.
- Develops and administers local court security policies and guidance and assists with the remediation of identified risks and the implementation of security measures.
- Coordinates the bi-weekly help desk huddle and develops the agenda for the bi-weekly help desk/CST meeting.
- Other duties as assigned.

QUALIFICATIONS

- Possess technical knowledge and at least 5 years of work experience in the IT Department, network management and security, network traffic analysis, computer hardware and software, and data communications.
- Ability to detect, identify, and analyze workstation related issues and workstation malfunctions due to related technologies or network, implement solutions and the ability to assess the implications of alternative solutions.
- Strong customer service skills; the ability to work cooperatively with clients, team members, and managers.
- Knowledge and experience of anti-malware and endpoint security controls.
- Strong writing and verbal skills.
- Ability to write, analyze, design, and implement policies and procedures.
- Knowledge and at least 3 years of professional experience in the installation, configuration, and support of Windows operating systems, Microsoft Active Directory,

Court are considered “at will” employees. Applicants selected for interviews must travel (for in-person interviews) or connect via Zoom (for remote interviews) at their own expense.

The United States District Court requires employees to follow the [Code of Conduct for Judicial Employees](#). Reference checks with current and former employers will be conducted on top candidates. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The United States District Court for the Western District of Washington is an Equal Opportunity Employer. We encourage applications from all qualified individuals and seek a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran’s status, disability, religion, and socio-economic circumstance.

The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify Human Resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice. If a position becomes vacant in a similar classification, within a reasonable time from the original announcement, the Clerk’s Office may select a candidate from the applicants who responded to the original announcement without posting the job announcement again.

The United States District Court is an equal opportunity employer and values diversity in the work place.