



UNITED STATES BANKRUPTCY COURT
DISTRICT OF KANSAS

Position Titles: IT Specialist – KC24-23
No. of Positions: One
Location: Kansas City, Kansas
Opening Date: December 17, 2024
Closes: Open until filled; preference given to applications received by January 17, 2025
Salary Range: CL 26/1 – CL 27/25 (\$53,658 - \$73,690) *

**Starting salary is commensurate with qualifications, experience, and based upon Court Personnel System (CPS) [guidelines](#). Advanced in-step placement up to position's full salary potential of \$95,816 may be available for current/former federal employees or exceptionally qualified candidates.*

As an Equal Opportunity Employer, we welcome and value diversity in our workforce.

WHO WE ARE

In the Bankruptcy Court for the District of Kansas we preserve justice, “promote the general welfare,” and “secure the blessings of liberty” by impartially deciding and administering matters under the Constitution and laws of the United States of America.

WHAT WE VALUE

We are public servants who respect the value of every person by treating each party, attorney, witness, debtor, defendant, offender, victim, and court employee with dignity and courtesy.

We study why we succeed so we preserve our strengths.

We improve processes, procedures, and ourselves through innovation and training.

We excel because of our consistent effort to perform every task well, whether large or small.

We communicate effectively to cultivate teamwork, inclusivity, and the free exchange of ideas.

We model ethics, integrity, and personal and institutional accountability.

We prepare ourselves to serve effectively by encouraging wellness and a healthy lifestyle.

WHAT WE NEED FROM YOU

The IT Specialist will perform various functions for three Bankruptcy Clerk divisional offices, including end-user support activities for computer-based systems, help desk support for end users, technical support in installing and configuring computer hardware and software programs, routine troubleshooting, and technology support in the courtrooms. Lifting and moving moderately heavy items, such as computers and audio equipment, is required.

The IT Specialist will also be responsible for providing technical support to Clerk's Office staff who are working on site and in remote locations.

As a member of the Court's Information Technology team, the incumbent will report to the Systems Supervisor, and is expected to participate in ongoing training and professional development.

Generally, this position will require on site work, with occasional telework permitted. Performing duties during non-business hours when needed may be occasionally necessary. Infrequent travel may be required.

The duties of this position are intended to provide generalized examples of major duties and responsibilities that are performed by an IT Specialist:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off the shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.
- Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log.
- Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Oversee operation of applicable technology used in the court to ensure reliable and effective operation. Perform requisite troubleshooting to systems to accommodate local needs.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.

You will make a difference when working for the US Bankruptcy Court for the District of Kansas. Bankruptcy Courts serve an essential function in the federal judiciary and society. Debtors obtain a fresh start, affording them new opportunities to rebuild their lives and contribute to society. Creditors find a more predictable and efficient process to determine which funds are available to them and collect those. As a Bankruptcy Court employee, you will be constantly learning as you serve Judges, attorneys and the public who are navigating this dynamic field of the law. For more information, see <https://www.uscourts.gov/about-federal-courts/types-cases/bankruptcy-cases>.

You MUST HAVE

- A high school diploma or equivalent.
- General experience: At least three years of progressively responsible experience that demonstrates 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: one year (for CL 26) or two years (for CL 27) of progressively responsible experience in or closely related to the position's work that has provided the knowledge, skills, and abilities to perform the position's duties successfully. Specialized experience may be substituted with a bachelor's degree (for CL 26) plus superior academic standing (for CL 27).
- Experience working in an Active Directory environment.
- Experience using MS Office suite of software.
- Excellent communication, organizational, and customer service skills.
- Ability to draft technical instructions and documentation.
- Technical aptitude and mechanical coordination; ability to read and follow technical instructions and diagrams.
- Cooperative, team oriented, and professional demeanor.

IT WOULD BE GREAT IF YOU HAVE

- Experience configuring/troubleshooting issues in a MS Active Directory environment.
- Experience providing end user support for MS Office.
- Experience with patching enterprise systems.
- Experience with KACE systems management.
- Experience with IT security vulnerability scanning and remediation.
- Experience as a customer service or IT help desk person.
- Experience preparing technical documentation to record instructions and solutions to technical issues/systems.
- Experience building, dismantling, and rebuilding IT equipment; experience providing cabling support.

WHAT WE OFFER

1. 13 days paid vacation for each of the first three years
2. 20 days paid vacation after three years, 26 days after 15 years
3. 13 days paid sick leave per year
4. A minimum of 11 paid holidays per year
5. Up to 12 weeks Paid Parental Leave for eligible employees
6. Choice of healthcare coverage, including dental & vision coverage
7. Life insurance options
8. Participation in the Federal Employees Retirement System (government pension)
9. Participation in the Thrift Savings Plan (tax deferred retirement savings plan)
10. Participation in the Flexible Benefits Program
11. Employee Recognition Program, budget permitting
12. Employee Assistance Program
13. Access to National Judiciary Training programs
14. Student Loan Forgiveness through [PLSF](#)
15. Free parking
16. Free onsite fitness center

APPLY NOW

To apply for this position, please submit the following items in a single PDF document by email to ksb_employment@ksb.uscourts.gov:

- 1) a cover letter,
- 2) a chronological resume, and
- 3) a [Federal Judicial Branch Application for Employment](#)*
 - Complete applications should be submitted by email to: ksb_employment@ksb.uscourts.gov
 - The Application for Employment form is available on the Court's website under the [Forms/Employment](#) tabs. Please note that there are separate forms for PC and Mac users.
 - PLEASE NOTE: The subject line of the e-mail must include both the position title (IT Specialist) and the position number (KC24-23).

* Current District of Kansas employees do not need to submit the AO 78 application form.

* You SHOULD respond to questions 19, 20, and 21 of the AO 78 application form, in accordance with the Fair Chance to Compete with Jobs Act of 2019.

INFORMATION FOR APPLICANTS

The position is in the excepted service and does not carry the tenure rights of the competitive civil service. The U.S. Bankruptcy Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, any of which actions may occur without any prior written notice. One or more positions may be filled from this vacancy announcement. This position is subject to mandatory participation in electronic payment of net pay (i.e. Direct Deposit) and a favorable background check, which may be subject to periodic updates. The U.S. Bankruptcy Court requires employees to adhere to a [Code of Ethics and Conduct](#). Due to the volume of applications received, the court may only communicate to those individuals who will be interviewed for open positions. Travel and relocation expenses will not be paid. Applicants must be United States citizens or [eligible to work for the United States Government](#).

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER