Systems Administrator   Vacancy Announcement #WI25-3

Position Title: Systems Administrator
Position Type: Full-Time, Permanent
Location: Wichita, Kansas
Open Date: January 7, 2025
Closing Date: Open until filled; preference given to applications received by January 20, 2025
Starting Salary Range: CPS CL 27/1 – CL 28/25 ($59,133 - $88,621 Annually) *Starting salary is commensurate with qualifications, experience, and based upon Court Personnel System (CPS) guidelines. Full salary potential is up to step 61.

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

POSITION OVERVIEW

The Systems Administrator supports the IT needs of District Court and Probation Office users across the state, as well as providing local on-site user support as a back-up user support technician when needed. Users include judges, attorneys, legal support staff, administrative staff, and law enforcement officers. This position is tasked with oversight of a variety of IT functions, including escalated support issues, updates to and audits of various systems, mobile device management, hardware and software configuration and deployment, and training development. This position is a member of a district-wide IT team, and will coordinate services, deployments, communication, projects, and training with coworkers. Occasional travel to the other divisional offices within Kansas or to national training conferences is required.

REPRESENTATIVE DUTIES:

- Serve as a district-wide, second-tier escalation resource for complex technical issues. Provide back-up onsite user support coverage, including hardware, deskside, and courtroom A/V matters.
- Manage the current ITSM system to ensure smooth operation, timely updates, and expansion of solution scope.
- Conduct regular audits of IT equipment to ensure the accuracy and completeness of the IT inventory and compliance with internal controls and judiciary property policy.
- Oversee and execute the patching processes for critical systems to maintain security and performance.
- Perform local troubleshooting on behalf of the Engineers, including triage during service failure scenarios, and participate in detailed investigations to determine root cause and corrective actions. Participate in implementations, including testing updates prior to production rollout.
- Manage Mobile Device Management systems to ensure compliance and security across all mobile devices and improve automated processes.
- Administer the mobile vendor portals to manage and optimize mobile plans and usage.
- Configure new equipment to ensure it meets our organization's standards/needs before deployment.
- Manage the current desk phone system and make necessary configuration changes.
- Identify and implement improvements to streamline processes and increase efficiency, including potential automation of repeatable tasks.
- Perform Active Directory maintenance to ensure accurate and up-to-date device management.
- Research and resolve complex service tickets.

- Deploy new hardware.
- Design and deploy end user training, including documentation and user application, hardware, or process changes.
- Create and maintain systems documentation for standard operating procedures and IT processes.
- Perform other related duties as required.

QUALIFICATIONS:

Mandatory

- A High School Diploma
- Three years of total experience, with at least two of those years in progressively responsible work closely related to the duties of this position.
- A secondary degree with superior academic standing or a graduate degree may be substituted for some of the required experience.
- A demonstrated history of providing exceptional customer support in person and remotely.
- Accuracy and attention to detail.
- Excellent collaboration skills with IT and other court staff.

Preferred

- A bachelor's degree in computer science or a related field.
- Five or more years of general experience.
- Three years of specialized experience including installing and configuring hardware/software/peripherals, Cisco IP phones, A/V technologies, mobile devices, and desktop applications.
- Experience with basic Networking - DNS, DHCP, IPv4, and Firewalls.
- Experience leading projects, documenting procedures, automating tasks, testing new solutions, always with a focus on continuous improvement.
- Time management skills to handle multiple tasks simultaneously while also meeting deadlines.
- Familiarity with and the ability to perform basic troubleshooting of various Audio/Video solutions and thorough troubleshooting of software solutions, including VMware Horizon, VPN solutions, various browsers, Zoom, Windows 10, Microsoft Office 365, Adobe Acrobat, Microsoft Active Directory, Apple iOS, and other solutions as required.
- CompTIA A+ and Network+ certification and familiarity with Linux operating environments.

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

APPLICATION PROCEDURE:

To apply for this position, submit the following items combined into a single, pdf document:

     1) cover letter
     2) a resume
     3) AO 78 Federal Judicial Branch Application for Employment and District of Kansas Supplemental Form*

- Complete applications should be submitted by email to: HR@ksd.uscourts.gov.
- Current District of Kansas employees may omit #3.
- The subject line of the e-mail must include both the position title (Systems Administrator) and the position number (WI25-3).
- You SHOULD respond to questions 18, 19, and 20 of the AO 78 application form, in accordance with the Fair Chance to Compete with Jobs Act of 2019.

The U.S. District Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement without prior written notice. One or more positions may be filled from this vacancy announcement. This position is in the excepted service, not the competitive civil service. 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. District 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.