



82477 **United States Bankruptcy Court**
District of Delaware
824 Market Street
Wilmington, DE 19801
www.deb.uscourts.gov

CAREER OPPORTUNITY
Vacancy Announcement #22-02

Position: **INFORMATION SYSTEMS MANAGER**

Position Type: **Full-Time Permanent**

Number of Positions: **One**

Salary Range: CL-29-30 (\$82,477 - \$158,399)
Starting salary depending on qualifications and experience

Duty Location: Wilmington, Delaware

Opening Date: **August 25, 2022**

Closing Date: **Open Until Filled**

POSITION OVERVIEW:

The Information Systems Manager (ISM) is responsible for overseeing IT support for the Bankruptcy Court Clerk's Office, Judges and chamber's staff. The ISM's primary role is to ensure IT resources are effectively utilized to meet the strategic needs of the organization. The ISM is responsible for the planning, development, acquisition, application, implementation, operation and maintenance of all computer systems, equipment, and networks operating within the court unit.

The ISM reports to the Chief Deputy and will work with managers and judges to identify best practices to support technology solutions that will enhance productivity and raise the level of service offered to internal and external customers.

The ISM is responsible for all aspects of Information Technology, including but not limited to overseeing networks, servers and desktops, mobile devices, training, telecommunications, courtroom technology, information security, quality control, and data retrieval systems for all units serviced by the bankruptcy court. The incumbent also has the responsibility of planning and policy making, and for the development and management of the automation budget and spending plan.

The ISM supervises a team of technical professionals and oversees the day to day operation of all information systems and related equipment throughout the bankruptcy court. The primary focus of the job is to research, implement, coordinate, monitor, and improve a variety of legal and administrative processes that support the functioning of the court, through a thorough understanding and evaluation of its needs and priorities.

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES:

- Administer the day-to-day operation and support of an integrated Windows network over a Wide Area Network; including installing and updating associate systems, software and hardware; installing and upgrading new or revised releases of national systems; performing preventive maintenance and analyzing and correcting system failures.
- Coordinate the management of integrated and stand-alone systems; serves as project manager for a variety of IT initiatives; supports and maintains the Data Communications Network (DCN) interface to court networks for all bankruptcy court locations, including wireless technology; provides technical expertise and fine tuning of operation systems to increase system performance.
- Oversee and implement software and operational measures to ensure the security and integrity of data and systems for the bankruptcy court.
- Ensure readiness of equipment for operation/restoration of operations after failure with as little interruption as possible; and oversee the designing, testing, implementing, documenting and maintaining any failover systems at alternate sites.
- Establish and maintain system operation procedures, protocols, data security, backup plans, and user permissions. Develop and maintains local court technical documentation for administered systems.
- Develop budget justification for system equipment, upgrades, and general automation operations. Monitors all IT expenditures according to the budget and spending plans. Develop specifications and evaluate bids in accordance with regulations and policy.
- Maintain automation equipment inventory according to internal control guidelines; oversee automation equipment cyclical maintenance program for the court.
- Establish and deliver training regarding system use and capabilities to court staff; provides support to Judges, chambers, and clerk's office staff.
- Manage the administration and maintenance of the VoIP telephone and Video Teleconference systems for the bankruptcy court district-wide; as well as any courtroom-based technology used for bankruptcy court operations.
- Oversee the management of all web sites; internal and external.
- Work closely with information technology professionals at the Administrative Office and counterparts in this and other districts to exchange information on new developments and refinements.

MINIMUM QUALIFICATIONS:

The successful candidate must have a bachelor's or advanced degree in Information Technology, Computer Science, or a related field from an accredited educational institution. Advanced education or related training is preferred. Candidate must have a minimum of three years of experience in managing or leading all or portions of an Information Technology organization.

Additionally, applicants must possess excellent leadership skills and good judgment; be dependable, be a proactive self-starter and demonstrate initiative in problem solving. The position requires exceptional ability to effectively communicate, articulate, and relate to coworkers and others with professionalism and integrity. Candidates must also possess the ability to exercise mature judgment, possess high ethical standards, a positive work attitude and the ability to work harmoniously with others in a team-oriented environment. Prospective candidates must be available for overnight travel and the ability to work nights and weekends as needed.

PREFERRED TECHNICAL QUALIFICATIONS:

Microsoft (MS) Windows Server (2012 and above), Windows Desktop Operating System software (10 and above), MS Windows Active Directory with server administration (including Group Policy), MS Share Point, Drupal, MS Office 365 and associated applications, virtualization hosting software (VMWare or Hyper-V), Cisco VoIP phones, SAN storage systems (NetApp or similar), Cisco switches and integrated wireless technologies, Trend Micro and VEEAM Backup, KACE K1000, KACE SDA, Splunk, Nessus, PDQ, Websense, and Wireshark / Network Observer.

Working knowledge of Digital/IP based Courtroom technologies to include Crestron, Extron, Tesira Biamp, Cisco SX80 Codec, AirMedia or comparable.

Conditions of Employment:

Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are "at will" and can be terminated with or without cause by the Court. Federal Government Civil Service classifications/regulations do not apply.

Employees will be hired provisionally pending the results of a background check.

The Court requires employees to adhere to the Code of Conduct for Judiciary Employees.

Applicants must be a U.S. citizen, or meet requirements under current law.

Expenses associated with the interviews or relocations will be not reimbursed.

Employees engaging in work for the Bankruptcy Court are required to be fully vaccinated against COVID-19. Proof of vaccination will be required.

Benefits:

Federal Judiciary benefits include paid vacation, sick leave, and holidays; participation in federal health insurance, life insurance and retirement programs, include the Thrift Savings Plan (tax-deferred retirement savings and investment plan with matching contributions); supplemental dental and vision insurance, and flexible benefit and commuter programs. An overview of Federal Judiciary benefits is accessible at:

<http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

Application Procedure:

Interested applicants should submit a resume detailing education and work experience, a cover letter and a completed Application for Judicial Branch Federal Employment (Form AO78) and Applicant Self-Certification Form to deb_jobs@deb.uscourts.gov

The cover letter should indicate the position that you are applying for and identify how your education and experience relate to the duties and responsibilities of this position.

The Application for Judicial Branch Federal Employment (Form AO78) and Applicant Self-Certification Form can be found on the Court's Website (www.deb.uscourts.gov) under the Employment section.

Due to the volume of applications received, the Court will only communicate to those individuals who will be interviewed for this position. **No phone calls will be accepted.** Only qualified applicants will be considered. Incomplete applications will not be considered.

The United States Courts is an Equal Opportunity Employer.

The Court reserves the right to modify the conditions of this job announcement, withdraw the job announcement, or fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior written notice or other notice.

