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CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT DISTRICT OF PUERTO RICO

Vacancy #: 25-03

Position:	Automation Support Specialist
Position Type:	Full-time
Classification Level:	CL-25 with promotion potential to the CL-26 without further competition
Starting Salary:	\$48,890.00 + 2.49% Cost of Living Allowance
Open Date:	Friday, February 7, 2025
Closing Date:	Open until filled with preference given to applications received by Friday, February 28, 2025

AN EMPLOYMENT OPPORTUNITY OPEN TO ALL QUALIFIED APPLICANTS

Position Overview:

The United States District Court for the District of Puerto Rico is accepting applications for an Automation Support Specialist position.

The Automation Support Specialist provides day-to-day automation and help desk support for District Court and U.S. Probation Office staff and provides technical support in installing and configuring hardware and software programs.

REPRESENTATIVE DUTIES

- Provide day-to-day specialized and routine technical support and training to users regarding all aspects of computers, computer peripherals, mobile devices, network connectivity, and software. This includes IT Helpdesk support, troubleshooting equipment problems, configurations, repairs, virus and malware detection and removal, as well as equipment removal and relocation.
- Assist with courtroom technology, videoconferencing, and audiovisual equipment. Help troubleshoot and resolve technical issues that may impact court proceedings, and coordinate support for videoconference sessions or any events that require audiovisual assistance.
- Support the Systems Department in computer and mobile devices configuration and deployment. Provide assistance to external users in general issues related to CM/ECF.
- Maintain an up-to-date inventory of computer equipment and develop standards and procedures to enhance the overall performance and utilization of IT resources. Recommend system modifications as needed.
- Travel to other court locations when required, and perform any other duty as assigned.

QUALIFICATIONS

To qualify for this position the candidate must have a minimum of four (4) years of specialized experience in the field of information technology.

SPECIALIZED EXPERIENCE

Progressively responsible experience providing computer, systems, and smartphone support, server and computer setup, computer systems configuration, patching and troubleshooting, network support, and network systems monitoring.



CONDITIONS OF EMPLOYMENT

Applicants must be citizens of the United States of America or be eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available for review by applicants upon request.

Employment will be considered provisional pending the successful completion of an FBI Fingerprint Background Check.

Employees of the United States District Court are Excepted Service Appointments. Excepted service appointments are at will and can be terminated at any time by the Court.

This position is subject to mandatory EFT participation for payment of net pay.

Reimbursement of relocation expenses is not permitted under Judicial Conference Policy in effect at this time.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER

PREFERRED QUALIFICATIONS

- Bachelor's degree in computer science or a related field from an accredited college or university;
- Excellent communication skills in the English language, both orally and in writing. This includes the ability to present technical information to end users in a clear and understandable way;
- Customer-oriented mindset, with the ability to interact effectively and appropriately with others. Ability to respond to requests on short notice, and the ability to manage multiple tasks and stringent deadlines are essential;
- Strong problem-solving skills to address issues promptly while adhering to relevant regulations, rules, and procedures. Ability to maintain confidentiality and use sound judgment at all times;
- Effective team collaboration skills to work well as part of a team; and
- Knowledge of Microsoft Windows OS, Microsoft Office 365 (Outlook, Power Point.), Microsoft Active Directory, Internet Browsers (Chrome, Edge, Mozilla Firefox), Microsoft Windows Server, mobile devices (Apple iOS and Android) is highly preferable. Basic knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards.

APPLICATION PROCESS

Qualified individuals interested in being considered for this position must submit a complete application package to include the following:

1. **Application for Judicial Branch Federal Employment-** Form AO78. This form is available on our website www.prd.uscourts.gov;
2. **Cover Letter** stating the reason for your interest in the position; and
3. **Resume** detailing all relevant experience, education, and skills.

All required documents must be submitted **as a single PDF document** to vacancies@prd.uscourts.gov.

The vacancy announcement number must be clearly indicated on the front page of your Cover Letter and on the subject line of your e-mail. Incomplete packages will not be considered.

Due to the anticipated volume of applications, the court will only communicate with those individuals invited for an interview. The Court reserves the right to modify or withdraw this announcement without prior notice.

False statements or omissions of information on any application materials or the inability to meet conditions of employment may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Applications submitted for this position may be considered for similar positions that may occur within 90 days from the date the position is filled.

TELEPHONE CALLS WILL NOT BE ACCEPTED.