



**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF WISCONSIN
OFFICE OF THE CLERK**

VACANCY ANNOUNCEMENT 2017-02

Director of Information Technology

Opening Date: May 26, 2017

Closing Date: Position is open until filled. Priority consideration will be given to applications received before June 25, 2017.

Position: Permanent Full-Time

Location of Position: Milwaukee, Wisconsin (Main Office) with occasional travel to Green Bay, Wisconsin (Divisional Office)

Salary Range: CL30 \$84,320 - \$137,068

(Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience, if applicable.)

Promotion Potential: CL31 (without further competition) \$99,200 - \$161,206

The Eastern District of Wisconsin consists of the twenty-eight counties in the eastern half of Wisconsin and is home to some 3.4 million residents. The federal district court has five district judge positions, including one headquartered in Green Bay, and three full-time magistrate judges.

Position Summary

The IT Director is responsible for all the information technology systems and courtroom technology in all judges' chambers, courtrooms, and court units serviced. The Director is also responsible for leading a team of six IT employees. This position's primary function is to ensure the finest Information Technology customer service delivery to all of the District's users. The IT Director is responsible for training the IT staff to ensure their customer service orientation and skills are of the finest quality. Additionally, the IT Director is required to communicate frequently in person and in writing with the judges and the clerk of court on matters related to customer service, short and long range planning, the IT budget, training needs, and leadership development of IT staff.

The Director of IT must possess excellent leadership, project management, analytical, customer service, communication and interpersonal skills. The Director will direct the planning, acquisition, and deployment of all automation systems and coordinate and oversee operations and delivery of IT services. The U.S. Eastern District of Wisconsin is looking for a strong leader dedicated to providing the highest level of customer service to Judicial Officers and court staff with a vision for the use of technology to further the mission of the court. The Director of IT will report to the clerk of court.

Duties and Responsibilities Include

- Works with judges, court unit executives or designees to identify automation needs, objectives, and capabilities, including anticipation of future requirements and situations.
- Develops and maintains short and long term IT strategic plans and ensures they align with overall district plans.
- Provides leadership and direction in the development of short and long range technology plans, ensuring changes can be implemented district-wide.
- Gathers, interprets, and prepares data for unit executives and their deputies.
- Provides professional advice to other members of management throughout the district.
- Prepares project reports to inform management of project status and deviation from goals.
- Measures effectiveness and/or improvement of information technology within the organization.
- Advises the court unit executives on current technology and how it may enhance the effectiveness of court operations.
- Evaluates and develops new and expanded ways to utilize technology.
- Manages and supervises assigned operations to achieve goals with available resources; plans and organizes workloads and staff assignments; trains, motivates, and evaluates assigned staff; reviews progress and directs changes as needed; approves leave and ensures staff provide the highest level of customer service.
- Supervises and directs the development and maintenance of the district's Internet and Intranet sites and services.
- Manages all systems maintenance activities.
- Ensures safety, security, and integrity of databases to include user accesses, off-site storage and security procedures.
- Works as part of a team to develop and manage a continuity of operations plan (COOP) and a disaster recovery plan in the event of a major system failure.
- Conducts periodic detailed reviews of all major IT application implementation projects.
- Develops a budget plan for the district's automation program, allocates resources to support development of automated networks, and manages the approved budget including IT procurement and inventory control.
- Develops customer service systems and promotes a customer service focus with the IT staff.
- Maintains and updates local policy and procedures as required.
- Evaluates the performance and any developmental needs of the IT staff on a regular basis.
- Travel, as needed including to the Green Bay Division, as well for training opportunities, temporary duties, etc.
- Perform other duties, as assigned.
- Oversees the administration, operation, back-up, and support of automation, including network systems, servers, remote access, desktop applications, hardware, websites, courtroom technologies, audio-video systems, telephones, mobile devices and any new and emerging technologies.
- Develops short and long range goals to manage all aspects of information technology, applying emerging technologies and national initiatives to advance the operation of the Court, while working collaboratively with senior managers to meet current and future needs. Meets regularly with Chief Deputy, Clerk, senior managers, and Judges to define IT needs, recommend viable IT solutions and to maintain collaborative relationships. Provides goals to senior managers and keeps them informed of any IT issues, projects, outstanding matters, or anticipated problems.

- Communicates clearly and effectively, both orally and in writing, to explain complex concepts to individuals and groups with varying experience and background in IT matters. Manages the Court's public and private website to provide clear and concise communication to the public and staff.
- Ensures the security and integrity of hardware, software, and databases to include user access, off-site storage, and security procedures. Management of the IT Score Card program for the District ensuring that the 11 key IT areas are reviewed, addressed and necessary enhancements and/or solutions are created, implemented and monitored in the Court.
- Manages and supervises the roll out of various systems and upgrades, including Unify, CM/ECF NextGen, Judiciary Integrated Financial Management System (JIFMS), National Active Directory, Jury Management System (JMS), Advanced Judicial Information System (AJIS), and Judiciary Inventory Control System (JICS).
- Implements systems to ensure documented control over the IT-related inventory in compliance with the Guide to Judiciary Policy.
- Ensures that excellent customer service is provided to Judges, chambers staff, Clerk's Office employees and the Bar while complying with the Guide to Judiciary Policy and other established regulations and procedures.
- Works with the Training Specialist in establishing and ensuring effective IT training for Judges and court staff.

Qualifications

To qualify for the position of Director of Information Technology, candidates must have experience in managing an Information Technology operation. Candidates must have at least four years of progressively responsible administration, technical, professional, supervisory or managerial experience, which provided an opportunity to gain: (a) skill in dealing with others in person-to-person work relationships, (b) the ability to exercise mature judgment, and (c) a thorough knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the court unit involved, and which included at least one year equivalent to work at the CL29 level.

Court Preferred Skills

A bachelor's degree in computer science or related field from an accredited college or university is strongly preferred. The candidate should also have the ability to work both independently and in a team setting. Interaction will be with various individuals, therefore, the candidate should possess excellent interpersonal and written and verbal communication skills. The ability to manage multiple priorities and being organized and detailed oriented is essential.

Benefits

Federal benefits include paid vacation and sick leave, paid holidays, and retirement benefits. Optional benefits include health and life insurance, long term care insurance, dental and vision insurance, and a flexible benefits program. For additional information on federal employee benefits, please visit <http://www.uscourts.gov/careers/benefits>

Conditions of Employment

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C.§1324b(a)(3)(B). Under 8 U.S.C.§1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent

residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. The selected candidate must successfully complete a ten-year background investigation, and subsequent favorable suitability determination, and every five years thereafter will be subject to a re-investigation.

The Court requires employees to adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>

Information for Applicants

The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice. Only those applicants selected for an interview will be contacted and must travel at their own expense; except that reimbursement for travel may be available during the final stages of the interview process. Reimbursement for relocation is not available. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.

Employees of the United States District Court are excepted service appointments. Federal government civil service classifications or regulations do not apply. All information provided by applicants is subject to verification and false statements or omissions of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Application Process

To be considered application packages must include:

1. Cover letter wherein the applicant describes the knowledge, skills, and abilities that would make her/him well qualified to fill this position
2. Resume outlining educational background, employment history, and other relevant information
3. Application for Employment (Form AO-78 – Visit the court’s website at <http://www.wied.uscourts.gov/employment>). Description of work must be completed for each section of Work Experience. Incomplete and/or unsigned Applications will not be considered.

Complete application packages containing the items above should be sent, in PDF format, by email to employment@wied.uscourts.gov. Applications received before June 25, 2017 will be given priority.

The United States District Court is an Equal Opportunity Employer