



**VACANCY ANNOUNCEMENT #2025-08  
SYSTEMS SPECIALIST**

**Office of the Clerk  
United States Bankruptcy Court  
District of Massachusetts**

**COURT LOCATION:** Worcester, Massachusetts

**OPENING DATE:** July 28, 2025

**CLOSING DATE:** Open Until Filled

**SALARY RANGE:** CL 27: \$66,973 - \$108,895  
(Salary commensurate with qualifications, experience, and time in grade requirements). Promotional opportunity to CL 28.

The United States Bankruptcy Court for the District of Massachusetts (Court) is seeking a qualified candidate to fill a full-time Information Technology Systems Specialist position in its Worcester office with required regular travel to the Court's Boston and Springfield offices. The position provides a great opportunity to begin or continue a career in Judicial Branch of the federal government.

**POSITION OVERVIEW:**

The Court is looking for a well-organized, detail-oriented individual who is time-conscious and enjoys a variety of responsibilities and duties in technology. The Systems Specialist performs technical work related to designing, modifying, and adapting existing systems, as well as complex troubleshooting for hardware and software systems. The Systems Specialist analyzes the needs of end-users, develops and implements software & hardware solutions, and provides comprehensive end-user support as part of the information technology team. The Systems Specialist provides administrative and technical support for various national and local courtroom IT Systems and technologies. The Systems Specialist will be responsible for managing the Court's desktop imaging system, supporting courtroom technology, managing back-up

processes, assisting with IT security posture and reporting, network troubleshooting, providing help desk support to end- users and providing technical assistance for installing and configuring computers. This position is designed as a mid-level position. The duties described are performed by a Systems Specialist and do not reflect all duties performed by positions covered under this classification.

## **POSITION DUTIES AND RESPONSIBILITIES:**

- End-user Support - Support the day-to-day operations of Court employees and the applicable technology used in the courtroom to ensure reliable and effective operation. Share the responsibility of the daily help desk ticketing system for processing user support requests. Provide analysis and recommendations to the IT Management team of user needs and software/hardware requirements to determine feasibility of design within time and cost constraints.
- Manage the Court's Computer Imaging System - Troubleshoot, configure, design, deploy, support, and maintain the Court's secure Windows based image, including new product evaluation regarding software/hardware compatibility analysis. Research, develop, recommend, and plan future projects including software and hardware updates or upgrades, including deployment of devices to new and existing Court users.
- Courtroom Technology Support – Assist in maintaining and supporting the Court's courtroom technology systems (transcript recording, audio, evidence, and video presentation and teleconferencing systems, etc.) for all courtrooms. Train users on these systems and troubleshoot problems that arise with the use of these systems.
- Security Posture Support - Support the Court's users with IT security-related matters, including assistance with secure access methods, remote/mobile access, and network troubleshooting. Assist in the development and maintenance of court security policies and guidance, the remediation of identified risks, and the implementation of security measures.
- Manage Backups & Replication - Perform daily backups, validate that backup jobs have been completed successfully, maintain backup strategy for systems, hardware, and software, and assist in disaster recovery planning, testing, and implementation.
- Documentation Maintenance – Assist the IT staff in maintaining the Knowledge Base repository and SharePoint spaces. Prepare and maintain the documentation and standard operating procedures and checklists for end-users and other technicians.
- New Technology - Stay abreast of new information technology hardware, software, and industry trends and make recommendations to management to keep the Court current with technology needs. Install or assist in the installation of new or revised releases of national and local system applications.
- Regular travel to Court offices in Boston and Springfield, after hours work for scheduled or emergency updates or upgrades, and assisting in disaster recovery testing may be required as needed. Occasional overnight trips (IT Conferences, Seminars) will be required.
- Occasional lifting may be required.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

- Two years specialized experience. Specialized experience is hands-on experience in work more directly related to the duties and responsibilities of this position.
- A high school diploma or equivalent.
- Excellent written and oral communication, presentation, organizational, and interpersonal skills.
- Exceptional customer service skills and proficiency in multi-tasking and prioritizing duties.
- Demonstrated skill in performing routine computer and hardware deployments or network and hardware installation, configuration, administration, security, and maintenance.
- Ability to implement, operate, troubleshoot, and document information technology systems consisting of network and hardware/software issues.
- Ability to respond to requests on short notice, and the ability to manage multiple tasks and stringent deadlines.
- Strong understanding of audio/visual technology systems.
- Ability to work individually as well as in a team environment.

## **PREFERRED QUALIFICATIONS:**

- Bachelor's degree, or two-year degree in Computer Science or related field, from an accredited college, university, or technical school.
- Prior federal Court experience.
- Experience with Active Directory, Group Policy, KACE Systems Management, MS Office 365, other MS software suites, and VoIP telephony systems.
- Knowledge and understanding of courtroom audio/visual technology systems.
- Strong understanding of imaging and backup technologies including excellent knowledge of industry best practices, methodologies, and disaster recovery practices.
- Experience and understanding of network routing, switching, and IP protocols.
- Familiarity with information technology security best practices.

## **CONDITIONS OF EMPLOYMENT:**

The applicant must be a citizen of the United States or be eligible to work in the United States. In the judiciary, employees are appointed under excepted appointments, are considered to be "at will" and can be terminated with or without cause by the Court. In addition to a criminal background check and fingerprinting, employees are subject to a probationary period (6 months). Salaries are payable electronically via direct deposit (direct deposit) for this position. Employees of the U.S. Courts are required to adhere to the Code of Conduct for Judiciary Employees, which may be found on the [uscourts.gov website](https://uscourts.gov).

## **BENEFITS:**

Court employees are entitled to the following benefits:

- 13 paid vacation days for the first three years of full-time employment.
- Thereafter, 20 to 26 days/year dependent upon length of service
- 13 paid sick days per year
- 11 paid holidays per year
- Choice of medical, dental and vision coverage with pre-tax employee premiums
- Group life insurance and long-term care options
- Flexible Spending Accounts for health care, dependent care, and commuter/parking costs
- Participation in the Thrift Savings Plan (similar to a 401K plan with matching contributions)
- Participation in the Federal Employees Retirement System
- 50% Telework (after completion of probationary period)
- Public Transit Subsidy (dependent on budget)

## **HOW TO APPLY:**

Please submit a cover letter, resume, and Application for Judicial Branch Federal Employment Form (Form AO 78a)\* to: Anita Scigliano, Human Resources Administrator, U.S. Bankruptcy Court, John W. McCormack Post Office & Court House, 5 Post Office Square, Suite 1150, Boston, MA 02109-3945; email: [hr@mab.uscourts.gov](mailto:hr@mab.uscourts.gov)

\* Application for Judicial Branch Employment, Form AO 78a may be downloaded from <http://www.mab.uscourts.gov/employment>.

No phone calls, please.

The Court is not authorized to reimburse candidates for interview or relocation expenses. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice.

***The United States Bankruptcy Court is an Equal Employment Opportunity Employer***