



## VACANCY ANNOUNCEMENT

### UNITED STATES DISTRICT COURT WESTERN DISTRICT OF NEW YORK

Address: 2 Niagara Square, Buffalo, NY  
100 State Street, Rochester, NY  
Website: [www.nywd.uscourts.gov](http://www.nywd.uscourts.gov)

**Position:** **Systems Analyst**  
*Full-Time, Permanent*

**Vacancy:** **24-02**

**Duty Station:** **Buffalo, New York**

**Salary:** **CL 28 (\$72,629-\$118,083)**  
*Commensurate with experience and qualifications*

### Overview

The Western District of New York seeks a mission-driven professional to serve as a full-time Systems Analyst within the Buffalo divisional office of the United States District Court Office of the Clerk. The ideal candidate possesses technical skills in addition to excellent interpersonal and analytical skills, strong work ethic, and resilience.

The incumbent will provide direct administration, hands-on support and technical assistance to the court and end-users for local computer systems including networks, personal computers, portable electronic devices, and audio/visual (A/V) equipment. Additionally, this position will assist in the support, documentation, and training of several off-the-shelf software applications, major national systems, and systems developed or customized for local use.

This position requires the incumbent to work on-site at the United States Jackson Courthouse in Buffalo, New York, but will serve as part of the district-wide IT team supporting all divisional offices of the court (Buffalo and Rochester). Work will be performed in an office setting. Travel to the divisional office and other locations may be required. Occasional emergency weekend and after-hours coverage may also be required.

### Representative Duties

- Performs professional work related to the functionality and administration of application for the court's Case Management/Electronic Case Files System (CM/ECF-NextGen), as well as other national and locally developed applications.
- Provides courtroom A/V support which includes video conferencing, and IP telephony systems.
- Provides IP phone and voicemail administration and support.
- Performs content updates as requested to various internal and external websites.
- Addresses support calls from the information technology (IT) help desk.



### How to Apply

Please submit a cover letter, resume, and [A078 Application for Judicial Branch Federal Employment](#) as a single PDF attachment by email to: [applications@nywd.uscourts.gov](mailto:applications@nywd.uscourts.gov) subject line "Systems Analyst, Reference No. 24-02." Save the documents as one PDF, using your `firstname_lastname`. When the A078 is filled out electronically and returned by email, the fillable form must first be resaved and submitted as a non-fillable PDF before submission, otherwise the form will appear blank. **Applicants are not required to complete the A078, page 5, Optional Background Information until the time of a conditional offer.**

### Important Dates

Position Available: Immediately

Application Deadline: Until Filled

### District Overview

The District's jurisdiction encompasses the 17 most western counties of Upstate New York, with courthouses located in Buffalo and Rochester. The District is comprised of 8 United States District Judges, 7 United States Magistrate Judges, and approximately 100 employees.

- Provides support of user applications, such as Microsoft Windows, Microsoft Office (Office 365), Adobe Acrobat, and computer hardware and software to all court units
- Prepares written documentation for users and IT staff which are clear and effective.
- Trains users on local and national applications.
- Assists in hardware/software installs, updates, and decommissioning.
- Carries a court-issued cell phone and is available to respond to customer issues.
- Performs other related duties, as assigned.

## Qualification Requirements

A minimum of two years of experience with troubleshooting, repairing, and installing IT hardware and software. Ability to travel as needed. Ability to lift and move equipment up to 50 pounds is required.

## Preferred Qualifications/Court Preferred Skills

- An associate degree or higher from an accredited college or university in CS, MIS, or other relevant field of study.
- Knowledge of and skill in using current information technology applications.
- Knowledge of Drupal and SharePoint Administration.
- Knowledge of court operations and its national applications such as CM/ECF and JMS.
- Skill in training and/or instructing court personnel in relevant hardware and software programs.
- Ability to communicate technical information effectively (orally and in writing) to end users.
- Excellent organizational, verbal, and written communication skills. Many user interactions are with remote users with varying technological skills.
- Ability to work independently and/or with minimal supervision.
- Ability to exercise good judgment regarding proper business attire.
- Ability to comply with the Code of Conduct for Judiciary Employees and court confidentiality requirements.

## Specialized Experience

Progressively responsible experience that involved the repair and installation of automation hardware and software and website content maintenance.

## Organizational Relationship

This position is assigned to the Clerk's Office, U.S. District Court, Western District of New York, and reports to the Director of Information Technology.

## Benefits

Click [HERE](#) to learn more about the Judiciary's benefits.

## Background Investigation

This is a high-sensitive position within the Judiciary. Employment will be considered provisional pending successful completion of an OPM background investigation and credit check and a favorable suitability determination. Investigative updates are required every five years.

## Applicant Information

Employees must adhere to a Code of Conduct. The Court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are required to use electronic funds transfer for payroll deposit.

***The United States District Court for the Western District of New York is an Equal Opportunity Employer.***