

**Notice of Career Opportunity
United States District and Bankruptcy Courts
Western District of Missouri**

Position Title: IT Customer Services Manager

Salary Range:

CL- 29 – (\$65,439 - \$106,399) (based on experience and qualifications)

Position Location: Kansas City, MO

Closing Date: 01/28/2013

The United States Courts for the Western District of Missouri are seeking an IT Customer Services Manager. The person holding this position will maintain an office in Kansas City, Missouri with required occasional travel to divisional offices in Springfield and Jefferson City as well as other locations for training and business meetings. The Western District is a consolidated Court comprised of three offices and approximately 300 employees. IT professionals from other Districts that are willing to relocate are welcome to apply, and all applicants should visit www.mow.uscourts.gov for general information about the Western District (WDMO).

Description

The IT Customer Services Manager reports directly to the Chief Information Officer and will manage the IT team that supports end user activities for the District and Bankruptcy Courts and Judges and for the Probation and Pretrial Services unit. The IT Customer Services Manager will supervise a staff of approximately 8-10 technical professionals, managing the day-to-day help desk operations of the Court's Service Center. The IT Customer Services Manager will also work with representatives from the Administrative Office of the U.S. Courts on national initiatives and opportunities advantageous to WDMO.

The IT Customer Services Manager is responsible for the technical team that performs help desk support for end users and technical support in installing and configuring computer hardware and software programs, as well as providing telephone systems and audiovisual support. Desktop environments are provided via Citrix and HP thin client devices. WDMO applications are housed on a variety of Windows and UNIX servers. In addition to a suite of nationally deployed applications, the Court utilizes various off-the-shelf applications, Microsoft Office Suite and Lotus Notes solutions.

Qualifications

The Western District is looking for a strong manager dedicated to providing the highest levels of customer service to court staff and to attorneys and litigants, and someone who will use technology to further the mission of the Courts both now and in the future.

The District is also searching for a candidate committed to employee development and to helping employees expand skill sets to achieve individual and team goals. Top applicants will have experience motivating both new and tenured employees and be ready to evaluate how the department should be organized to best meet the changing needs of internal and external customers.

Additional Qualifications

The successful candidate must have a minimum of five years direct customer service experience in the help desk or similar environment and at least three – five years of IT management experience with a minimum of 8-10 direct reports. In addition to a solid technical foundation, candidates should possess strong supervisory skills as well as experience responding to the needs of multiple, senior leaders within the organization. He or she must be able to communicate effectively both orally and in writing and be comfortable operating as a team player with Court unit leaders. Other requirements include:

- Degree in Information Technology or a related field is preferred and an MBA or similar advanced degree/training desirable;
- Three – five years of progressive experience in supervising people and resources;

- Working knowledge of or prior experience managing a Citrix XenDesktop or XenApp environment;
- Strong track record of exceptional customer service and management of SLA commitments with both external and internal customers/clients;
- Experience analyzing, evaluating, and determining team performance metrics and establishing clear goals and objectives at a team and individual level;
- Experience analyzing, evaluating, and determining automation needs and planning to implement systems to meet those needs;
- A commitment to establishment and adherence of process, procedures, and best practices;
- Project management experience, including planning, design, and implementation of projects and new practices;
- Working knowledge of theories, principles practices and techniques of computer hardware and software, database design, and data communications;
- A proven record of successfully implementing change and the ability lead diverse teams through periods of change;
- Experience managing communications systems, including telephones and PDAs, and providing or managing audiovisual support is also desirable.

Experience in a legal setting or with courtroom technology is helpful but not required.

Conditions of Employment

Candidates must be able to show proof that they meet citizenship requirements for employment by the United States Courts and must be able to pass a background investigation, including a criminal record and credit check. Court employees must adhere to all Judicial Conference regulations, specifically the Code of Judicial Conduct. This position is subject to mandatory electronic funds transfer (direct deposit) of net pay. The United States District and Bankruptcy Courts are a part of the federal judiciary.

Application Procedures and Information

Qualified persons should submit ALL the following:

- A cover letter which addresses the following:
 - Number of years of direct experience in the IT Help Desk/Customer Service Center environment and number of years of supervisory experience;
 - Number of IT professionals directly reporting to you now, and in past positions; and
 - Total number of end-users for which you and/or your team are responsible.
- Current résumé;
- Completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/forms/AO078.pdf>); and
- Contact information for three professional references.

Application materials may be submitted via mail or e-mail to the following address:

U.S. District Court
 Western District of Missouri
 Attention: Michele Nelson
 400 E. 9th Street
 Kansas City, MO 64106
michele_nelson@mow.uscourts.gov

The application deadline is 01/28/2013

You must submit ALL required documents to be considered for an interview.

Only candidates selected for an interview will be contacted.

Candidates for interviews will travel at their own expense for interviews.
 The court reserves the right to modify the conditions of this job announcement.