

**UNITED STATES BANKRUPTCY COURT
SOUTHERN DISTRICT OF CALIFORNIA**

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| Job Title: | Programmer/Systems Administrator | CL- 29 |
| Occupational Group: | Professional Administrative | |

Job Summary

The Programmer/Systems Administrator performs work related to coding, testing, designing, modifying, and adapting existing software for the court's Case Management/Electronic Case Filing System (CM/ECF), as well as other national and locally developed applications such as Eorders and EspWeb calendars. Provides support for various national and local databases. Performs work related to designing, modifying, and adapting existing and acquired software. Acts as back up for the administrators of the court's Informix Dynamic Server and MySQL Enterprise Server databases, and serves as the backup Red Hat Linux Systems Administrator. Installs, upgrades and troubleshoots cash register software, inventory software, keyboard shortcut software (autohotkey), nightly scheduled batch tasks, and public terminal software. Reports to the Director of Information Technology.

Representative Duties

- Design, develop and support application software and take a lead role in software development with multiple programming languages.
- Create, maintain, and enhance Java, Perl and UNIX scripts, data/form libraries, and applications using a variety of web-based software.
- Provide primary support for database structures, including Informix, vital to our entire operation.
- Install, configure, maintain and support our centralized, web-based bankruptcy court Case Management/Electronic Case Filing system (CM/ECF).
- Provide analysis and recommendations to the IT Director concerning user needs and software requirements to determine feasibility of design within time and cost constraints.
- Install or assist in the installation of new or revised releases of national and local systems.
- Confer with technical staff and end users to design software applications, including exchanging information on project limitation and capabilities, performance requirements, and interfaces.
- Diagnose, troubleshoot, and perform fault isolation on PCs, laptops, and server class systems and networks.
- Develop custom informational and statistical reports for multiple departments of the court.
- Customize CM/ECF application by creating and modifying the data dictionary, testing, installation and documentation of new releases of applications and operating system software as required.
- Maintain contact with other court automation personnel at different locations and levels for the purpose of remaining knowledgeable of developments, techniques, and user programs.
- Manage execution of automation plans for major automated systems and establish training in system use and capabilities. Perform testing, establish procedures, and devise security systems for hardware, software, and data.
- Prepare and maintain library of software, including documentation of locally developed material.
- Serve as primary technical administrator for CM/ECF and other national and locally developed applications.
- Provide technical CM/ECF systems support and administration including installing new version releases and backup services.
- Conduct backup and recovery of the CM/ECF databases stored on Linux systems. Implement disaster recovery plans ensuring data security and integrity.
- Establish, coordinate, and deliver training in software and hardware use and capabilities.
- Provide user support and problem resolution for systems-related problems.
- Engage external support groups such as the Texas SDSO, Network Management Facility, and other court based support teams, as needed.

- Provide information on work activities and status on projects as required.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Information Technology

- Thorough knowledge of, and skill in using, supported applications and their design.
- Knowledge of theories, principles, practices, and usage of computer hardware and software, office automation and data communications.
- Knowledge of capabilities, limitations, and functional applications of information technology.
- Knowledge of operating systems, servers and workstation products.
- Knowledge of Local Area Networks (LAN) and Wide Area Networks (WAN), including system security standards.
- Knowledge of telephone and wireless systems.
- Skill in planning for and performing routine and complex hardware maintenance and troubleshooting.
- Ability to implement, operate and document information technology systems considering both hardware and software issues.
- Ability to train court personnel in relevant hardware and software programs.
- Ability to meet established deadlines and commitments.
- Skill in analyzing needs and product requirements for supported applications.
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications.
- Skills to work remotely and knowledge of the court's telework procedures.

Court Operations

- Knowledge of and adherence to the court policies, procedures and guidelines.
- Knowledge and adherence to the Guide to Judiciary Policy.
- Knowledge of the functions and procedures of the administrative and operational sections of the court unit.
- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

Judgment and Ethics

- Knowledge of, and compliance with, the Code of Conduct for Judicial Employees and Court confidentiality requirements.
- Ability to consistently demonstrate sound ethics and judgment.

Written and Oral Communications

- Ability to communicate effectively, both orally and in writing, with individuals and in groups to provide information, facilitate meetings, influence decision-making, write procedures, and provide training.
- Ability to produce accurate, thorough, and high quality written work documents, translating technical terms into non-technical language.
- Ability to interact effectively and appropriately with internal and external customers, providing customer service and resolving difficulties while complying with regulations, rules, and procedures regarding office administration.

Human Resources

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

Budget, Finance and Procurement

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to maintain, support and upgrade CM/ECF and other vital court IT systems in order to provide reliable and continuous court operations and public access. Responsible for planning and implementing highly complex information technology projects and troubleshooting complex problems based on understanding the hardware and software systems and needs and priorities of the court and end users. Programmer/Systems Administrator gather and analyze information to determine and act on, or recommend the best course of action. Support the front-end of the court unit's information technology systems and have frequent significant interactions with end users. The work of the court and public access to information is critically dependent on its information technology systems.

Ensure that systems and applications operate as they should. The potential consequences of errors could result in systems and applications that perform poorly and/or do not meet user needs. This could result in inability of the Court to perform its primary functions, decreased productivity, increased costs and lost data; and, reflect poorly on the court unit and the court as a whole.

Factor 3 – Complexity and Decision Making

Computer systems have components with a multitude of interrelationships that can introduce problems, and also hardware components that can fail. Choosing among different approaches, each with a potential for harm, is a regular requirement. Efficiency and economy in evaluating alternatives, while ensuring systems operate with little or no disruption must be considered.

Work independently and frequently makes on the spot decisions to implement corrective action based on independent analysis.. Technology is fast-paced in this area and the incumbent must remain current in the field in order to make sound recommendations regarding new systems, equipment, and software. Decisions are made within the context of professional and judiciary standards, broad policies, or general goals. Incumbents must apply advanced technical skills and thorough knowledge and experience with court policies, practices, guidelines and information resource management bulletins in order to anticipate and resolve complex problems, questions, or situations.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, senior management, judges, chambers staff, court unit staff, and Administrative Office staff for the purpose of coordinating information, responding to requests for information and solving problems, managing information technology projects, and ensuring effective and efficient workflow practices.

Factor 4B – Interactions with External Contacts

The primary external contacts are end users, vendors and contractors for the purpose of purchasing, developing, designing, and modifying applications, software and hardware, and networks.

Factor 5 – Work Environment and Physical Demands

Work is primarily performed in an office environment. Incumbent may occasionally perform a wide variety of physical movements in the installation of hardware and peripheral equipment, which may include lifting and carrying up to 50 lbs, extended sitting and repetitive movement. The incumbent may be required to occasionally work during non-business hours.