



**POSITION:** Systems Manager

**LOCATION:** Milwaukee

**POSTING DATE:** July 1, 2025

**CLOSING DATE:** Open until filled; applications received by 8/8/25, will be given priority consideration.

**AREAS OF CONSIDERATION:** Open to all qualified individuals.

**EMPLOYMENT TERMS:** Permanent; full-time, subject to need and funding.

**CLASSIFICATION / SALARY RANGE:** CL-28 (\$74,140) to CL-30 (\$169,324) (MIL). Salary commensurate with experience. Promotion potential to CL 29, CL 30 without further competition.

**CONDITIONS OF EMPLOYMENT:**

Occasional evening/weekend hours may be required.

Valid driver's license is required.

U.S. Citizen or eligible to work in the United States.

Excepted Appointment and considered At-Will Employees.

Required to use Electronic Fund Transfer for payroll.

High Sensitive Position subject to ten year initial background investigation which is updated every five years. Continued employment dependent on favorable suitability determination.

For information on federal employee benefits visit <http://www.uscourts.gov/Careers/BenefitsForLife.aspx>



*Equal Opportunity Employer*

## VACANCY ANNOUNCEMENT 2025-04

### POSITION OVERVIEW:

The Systems Manager is responsible for the planning, acquisition, application, operation, integration, and maintenance of all Information Technology systems, equipment, and networks operating within the court unit. The incumbent troubleshoots and resolves operational and network-related Information Technology problems and ensures an effective cyclical maintenance program for all office automation equipment. The Systems Manager is responsible for the planning, procurement and installation/upgrade of all systems and applications. The incumbent develops and provides training for end-user personnel.

### PROBATION OFFICE MISSION:

- 1) To assist the federal courts in the fair administration of justice.
- 2) To protect the community.
- 3) To bring about long-term positive change in individuals under supervision.
- 4) [Charter for Excellence](#) (click link to review)

### SOCIAL JUSTICE STATEMENT:

The United States Probation and Pretrial Services Office of the Eastern District of Wisconsin is committed to promoting the fair, impartial, and just treatment of all people. We are committed to a culture where each person feels seen, heard, and supported. We oppose racism and discrimination in all of its forms and are committed to intervening when these moments occur. We agree to listen, speak up, intervene, and learn from our own mistakes in our commitment toward social justice.

### EASTERN DISTRICT OF WISCONSIN:

The Eastern District of Wisconsin (ED/WI) is comprised of the eastern third portion of the state, with the main office located in Milwaukee, Wisconsin and a satellite office located in Green Bay, Wisconsin. Our organization takes pride in supervising individuals based on their risk, providing thorough and informative reports and recommendations to the Court, utilizing evidence-based principles and providing resources for success. Our agency also takes pride in providing a flexible work schedule, strong office culture, and accountability of staff.

**REPRESENTATIVE DUTIES:**

Advise management in all aspects of Information Technology needs, objectives, and capabilities, including anticipation of future requirements and potential problems. Develop short- and long-range Information Technology plans for the court unit; ensuring changes can be implemented with minimal disruption.

Manage and execute implementation plans for major Information Technology systems. Adapt software and create systems documentation; perform testing; and establish operating procedures. Establish security procedures for hardware, software, and data. Conduct post-implementation testing to ensure adequacy of systems and applications and recommend changes, as required.

Develop budget justifications for systems equipment, upgrades, and general Information Technology operations. Monitor all expenditures. Oversee procurement of hardware, software, peripherals, and support contracts. Develop specifications and evaluate bids in accordance with regulations. Monitor delivery, installation, and implementation of equipment and systems.

Support, maintain and troubleshoot the Wide Area Network (WAN), Local Area Network (LAN), web-based services, electronic mail systems, operational, administrative applications and other court systems. Perform upgrades on existing systems and configure new systems.

Establish and maintain system operating procedures, protocols, data security, backup plans, and user permissions. Develop and maintain local court technical documentation for administered systems.

Serve as the IT Security Officer for the court unit.

Develop specific system features to satisfy local court unit needs, including developing adaptations to national systems. Develop and test *Continuity of Operations Plans* (COOP) for information technology.

Maintain Information Technology equipment inventory according to internal control guidelines. Oversee equipment cyclical maintenance program for the court unit.

Develop and maintain library of software, including documentation of locally developed applications. Prepare statistical and management reports for operational and/or administrative areas of the court unit.

Provide daily supervision and direction to subordinates, while problem solving, managing performance and maximizing growth through coaching and mentoring.

Work closely with information technology professionals within the district and circuit to ensure operational integration and efficiency. Interact with IT professionals at the AO and counterparts in other districts to exchange information on new developments and refinements.

Develop IT policies, procedures and guides for users. Review and update as needed.

Proficiency maintaining multiple IT systems using different programming languages and operating systems.

Establish and deliver training regarding system use, cybersecurity and capabilities to court staff.

Remain current regarding emerging technologies and how they interact with systems.

Employees are required to adhere to the Charter for Excellence and Code of Conduct for Judicial Employees.

Other duties as assigned.

MINIMUM QUALIFICATIONS/EXPERIENCE:

- High school diploma or GED required
- Two years of specialized experience or completion of a bachelor's degree from an accredited college. Specialized experience defined as progressively responsible experience designing, implementing, or maintaining computer systems that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management. Proficiency in the development and adoption of best practices in all manners of IT equipment, systems and applications (i.e. computer hardware and software, database design, and data communications).
- Proficiency with applicable operating systems, software, hardware, programming and web-based applications.

**Additional Skills:**

- Ability to both lead and work as part of a team. Skill in developing interpersonal work relationships needed to lead a team.
- Knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the probation office.
- Ability to work in a changing work environment with frequent interruptions.
- Strong work ethic, the ability to exercise mature judgment and maintain a professional and approachable disposition.
- Ability to interact effectively and appropriately with others at all levels of the Court, inclusive of and outside agencies, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to be patient and adaptable to communication styles and needs of others.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the Executive Team.
- Extensive knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to implement, operate, document, and troubleshoot information technology systems considering both hardware and software issues. Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs.
- Attentiveness to detail.

PREFERRED QUALIFICATIONS/SKILL/EXPERIENCE:

- Knowledge of supervisory and employee management principles. Ability to display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period.
- Skilled in leading team members and peers in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.
- Prior procurement experience including the preparation of complicated specifications, solicitation and negotiation of service and purchase contracts, and preparation of significant and large purchase orders.
- Prior IT experience within the federal judiciary.

**APPLICATION PROCEDURE:**

All applicants must submit all requested materials to [jobs\\_wiep@wiep.uscourts.gov](mailto:jobs_wiep@wiep.uscourts.gov). In **one pdf document** include: AO-78 Application for Judicial Branch Employment [AO\\_078-08-2024\\_1.pdf](#) answer Questions 19-21, letter of interest explaining how your experience relates to the position requirements, a resume, your two most recent performance evaluations and two professional and one personal reference.

Based on these submissions, the most suitable and best qualified applicants will be selected for a personal interview.

The U.S. Probation Office will communicate with those individuals who will be invited for personal interviews.

The U.S. Probation Office will not reimburse candidates for interview or relocation expenses.

This office provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application or interviewing process, please notify the local human resources representative in the e-mail sent with your application packet. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The U.S. Probation Office reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time, the Chief U.S. Probation Officer may select a candidate from the original qualified applicant pool without reposting the position.

Visit our website for job posting and additional information:

[WIEP / Home / Career Opportunities](#)