



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

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

Vacancy: **26-08**

Duty Station: **Buffalo, New York**

Salary: **CL 28 (\$74,855-\$121,713)**
Commensurate with experience and qualifications

Overview

The Western District of New York seeks a mission-driven Systems Analyst to join the Buffalo divisional office of the United States District Court, Office of the Clerk. The ideal candidate excels at analyzing business processes and translating operational needs into effective technical solutions, and brings strong analytical and problem-solving skills, sound technical and programming ability, and excellent interpersonal skills, along with a strong work ethic and resilience.

The incumbent will design, develop, and maintain custom software solutions while providing hands-on technical support to the court and its end-users. Responsibilities include writing and documenting code to specification, developing custom reports and workflow enhancements using both traditional and AI technologies, and analyzing court business processes to identify opportunities for automation and improvement. In addition, the incumbent will support, document, and assist in training users on off-the-shelf software applications, major national systems, and applications developed or customized for local use, as well as supporting local computer systems including networks, personal computers, and portable electronic devices.

This position requires the incumbent to work on-site at the Robert H. Jackson United States 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 Rochester divisional office and other locations may be required. Occasional emergency weekend and after-hours coverage may also be required.

Representative Duties

- Perform professional work supporting the functionality and administration of the court's Case Management/Electronic Case Files System (CM/ECF-NextGen) and other national and locally developed applications.
- Analyze workflows and deliver programmatic enhancements leveraging traditional and AI technologies.



How to Apply

Please apply for the position directly using the [court's online system](https://www.nywd.uscourts.gov). All application materials, including your cover letter, resumé, and completed A078 Application for Judicial Branch Federal Employment, should be submitted through the online system. The online system is also accessible via the court's website <https://www.nywd.uscourts.gov>.

Applicants are not required to complete the Optional Background Information section of the A078 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 7 United States District Judges, 7 United States Magistrate Judges, and approximately 100 employees.

- Write and document code to specification, develop custom reports and flowcharts, and perform routine testing.
- Prepare written documentation for users and IT staff that is clear and effective.
- Provide support for user applications, such as Microsoft Windows, Microsoft Office (Office 365), Adobe Acrobat, and computer hardware and software to all court units
- Assist in hardware/software installs, updates, and decommissioning.
- Perform content updates as requested to various internal and external websites.
- Address support calls from the information technology (IT) help desk.
- Carry a court-issued cell phone and be available to respond to customer issues.
- Assist in training end users and IT personnel on local and national applications.
- Perform 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 including AI.
- Knowledge and experience in at least one programming language.
- Knowledge of Drupal and SharePoint Administration.
- Knowledge of court operations and its national applications such as CM/ECF, CEO, and JMS.
- Knowledge of operating systems Linux, Microsoft Windows Server, and iOS.
- Knowledge of relational databases and SQL.
- 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 IT Staff and 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.

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.