

**UNITED STATES COURT OF APPEALS
ELEVENTH CIRCUIT**

Position Title:	Case Management and Applications Specialist
Location:	Atlanta, Georgia
Opening Date:	June 06, 2025
Closing Date:	July 04,2025
Annual Salary Range (CL-27):	\$62,533 - \$101,675 Starting salary dependent upon qualifications, experience, and court funds.

The Research and Information Center of the U. S. Court of Appeals for the Eleventh Circuit (RIC) is accepting applications for the position of **Case Management and Applications Specialist**. Applications are being accepted through July 04, 2025, or until the position is filled.

A cover letter addressed to Cheryl Vessels, Assistant Circuit Executive for Human Resources and a resume detailing experience and qualifications should be emailed in **one single PDF attachment** to human_resources@ca11.uscourts.gov. Please indicate “Case Management and Applications Specialist” in the subject line.

The selected candidate will be subject to a background investigation as a condition of employment.

Reimbursement for expenses associated with interview(s) and/or relocation is not available.

POSITION SUMMARY: The Case Management and Applications Specialist reports to the Lead Programmer/Systems Administrator and performs professional work related to designing, setting up, and maintaining computer systems for the court’s Case Management/ Electronic Case Files (CM/ECF) system, future case management systems, and other national and locally developed applications including E-Voucher. The incumbent also installs, configures, maintains, and supports centrally hosted Linux server operating systems as required for optimal product use and uninterrupted service. Provides training and other customer support to system users. The incumbent performs high-level information technology project management, and provides routine updates to the Circuit Librarian and Clerk’s Office management.

DUTIES AND RESPONSIBILITIES:

- Responsible for administration, operation, upgrade and support of the court’s Case Management/Electronic Case Filing (CM/ECF) application. Ensures the accuracy and integrity of the database, dictionary tables and local modifications/enhancements. Makes recommendations to improve efficiencies. Trains local court staff on the case management system and serves as an informational resource for internal and external users.
- Performs routine maintenance operations and installs upgrades and hotfixes as directed. Ensures that changes are implemented with minimal disruption to the court.
- Develops system features to satisfy end user needs. Makes adaptations to a national system and inventories/tracks adaptations for future upgrades.

- Adapts software and documentation; performs testing; establishes operating procedures; and devises/enforces security for software and data.
- Identifies project risks and solutions, seeking appropriate approvals and security screening as applicable. Ensures new releases of system upgrades and changes are implemented efficiently and comprehensively.
- Tests databases, corrects errors, and makes modifications. Performs data backups and disaster recovery operations. Performs system startup and shutdown procedures; maintains control records.
- Provides user support, training, and problem resolution for systems-related problems. Specifies users and user access levels.
- Responds to help desk calls and e-mails and logs problems in a help desk ticketing system. Provides information and assistance to users on desktop applications. Assists with the creation of new user accounts, user rights management and providing end user training.
- Maintains and updates web applications outside the CM/ECF system to ensure optimal functionality, performance, and security compliance.
- Develops and maintains PowerApps solutions to support and streamline court operations and business processes.
- Performs other automation and application management related duties and helps meet Research and Information Center needs as assigned.

REQUIREMENTS: Demonstrated ability to work in distributed, team-oriented, project environments. Excellent communication skills, time management, and critical thinking. Ability to interact effectively with individuals and groups and clearly communicate technical information to all user types. Must be self-motivated and possess ability to work independently as well as collaboratively with a team. Demonstrated ability to multi-task and work in dynamic environments. Knowledge of computer systems and networks, including skill in determining causes of operating errors. Knowledge of and skill in working with electronic account management systems. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Skill in analyzing court information technology needs, including evaluating software and hardware. Ability to respond effectively in critical situations. Knowledge of Informix, Linux, and Windows. Ability to consistently demonstrate sound ethics and judgment and comply with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to lift and move moderately heavy items, such as files, materials, and equipment (weighing up to 50 pounds).

REQUIRED QUALIFICATIONS:

- Two years of specialized experience. Specialized experience is defined as progressively responsible experience designing, implementing, or maintaining computer systems that include completing computer project assignments involving systems analysis, computer programming, systems integration, and information technology project management.

DESIRED QUALIFICATIONS AND SKILLS: Preference will be given to applicants who possess the following:

- Bachelor's degree in computer science, information systems or related field of study.
- Experience with systems administration in a court environment.

- Experience with the Judiciary’s e-Voucher system, and experience in configuring and supporting the appellate CM/ECF application.
- Experience developing and implementing solutions to connect and fetch data from multiple sources via API.
- Experience using PowerApps.
- Experience administering web applications.
- Experience in customer service and / or training.

CONDITIONS OF EMPLOYMENT: All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. Selectees to high-sensitive positions such as this must successfully complete a ten-year background investigation, and subsequent favorable suitability determination, and every five years thereafter will be subject to a re-investigation. All court employees are required to adhere to the [*Code of Conduct for Judicial Employees*](#). Employees of the United States Circuit Court are considered “at-will” employees, and, as such, may be terminated with or without cause.

THE UNITED STATES COURTS ARE EQUAL OPPORTUNITY EMPLOYERS