



**UNITED STATES BANKRUPTCY COURT  
MIDDLE DISTRICT OF FLORIDA**

**Chief Judge Jacob A. Brown  
Clerk of Court José A. Rodriguez**

**Position Vacancy Announcement  
IT Support Supervisor**



**Announcement No:** 26-06



**Duty Station:** Tampa, FL



**Position Type:** Full-Time/Perm



**Open Date:** 12/08/2025



**Close Date:** Open Until Filled\*



**Position Start Date:** 02/23/2026



**Salary Range:** \$84,284 – \$161,910 CPS CL 29/1 to 30/61\*\*

*\*\*Based on 2025 Pay Tables. Starting salary commensurate with qualifications, experience, and salary history per U.S. Court Guidelines.*

**About our Court:**

**Our Court strives to maintain and grow a productive, progressive, and positive culture, and we recruit staff that promote, reflect, and thrive in an environment that successfully meets the mission statement of our Court: “Our Court serves the public by processing and deciding bankruptcy cases with fairness, impartiality, and excellence, while treating everyone with dignity, integrity, and respect.”**

**Position Overview**

The Clerk of Court for the United States Bankruptcy Court for the Middle District of Florida (Court), Tampa Division, is seeking qualified applicants for the position of IT Support Supervisor. The IT Support Supervisor performs first-line supervisory work related to automated systems within the Court, including system and application introduction, operation, coordination, and integration. The incumbent is responsible for supervising systems training and for overseeing the effectiveness of all office automation equipment within the Court. The IT Support Supervisor directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls. The position also provides technical support to the staff and operations of the Court. This position reports to the Chief Deputy Clerk and will supervise a team of 4 systems administrators across the Court’s three divisional offices (Jacksonville, Orlando, and Tampa), with a satellite office in Fort Myers.

**\*First consideration is given to applications received by January 4, 2026.**

**Representative Duties**

- Supervise employees involved in information technology activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develop and conduct employee performance evaluations. Assist in developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Identify issues and resolve disputes. Maintain documentation, statistics, and employee records. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Manage and coordinate the timely repair of hardware, including workstations, personal computers, and other related communications devices and printers. Install, troubleshoot, and configure network access to applications.
- Provide support for all Court mobile computing devices and remote access. Troubleshoot and provide user assistance with audio/visual, cellular, and land-line communications and equipment. Perform basic system support for telephone systems.
- Provide IT support for end users and technical support in installing and configuring hardware and software programs. Additionally, they will provide first-level support, maintain courtroom technology systems and assist with other audio-visual equipment and applications, including cabling, speaker, and microphone support.
- Assist in developing short-term and long-range automation improvement plans for the Court, ensuring that changes can be implemented with minimal disruption at each Court site. Supervise the execution of implementation plans for major automated systems. Adapt software and documentation; perform testing; establish operating procedures; devise security systems for hardware, software, and data. Establish training in system use and capabilities.
- Advise management in all areas of automation needs, objectives, and capabilities, including anticipation of future requirements and problems.
- Assist in developing a budget justification for system equipment, up-grades, cyclical life cycle replacement, and normal operations. Assist in monitoring or approving expenditures for automation operations.
- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with internet access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and end user training.
- Develop special management reports for different elements of the Court. Oversee the automation maintenance program.
- Routine travel to the divisional offices is required and extended work hours may be required.
- Abide by the *Code of Conduct for Judicial Employees* and Court confidentiality requirements. Always demonstrate sound ethics and good judgment. Communicate effectively (orally and in writing) to individuals and groups to provide information, translating

and documenting technical terms into non-technical language. Interact effectively and appropriately with others, provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Foster effective and collaborative internal and external working relationships.

### **Qualifications**

#### **Required:**

- The candidate must possess three years of specialized experience that includes progressively responsible administrative, technical, professional, supervisory, or managerial responsibility that provided the candidate an opportunity to gain skill in developing the interpersonal work relationships necessary to lead a team of employees and exercise mature judgment.
- The candidate must possess a minimum of five years of progressively responsible IT experience designing, implementing, or maintaining computer systems. This experience should include completion of computer project assignments involving systems analysis, computer programming, systems integrations, automation systems security, and IT project management. The successful candidate must have the ability to communicate effectively, both orally and in writing, with constituents from a wide variety of educational and professional backgrounds. Must be able to lift items weighing approximately 50 pounds; moderate physical effort may be involved in moving, connecting, or troubleshooting equipment. Demonstrate broad working knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, database design, and data communications. Display experience in analyzing, evaluating, and determining automation needs, and planning implementation to meet those needs. Exhibit skill in training non-automation personnel in automation techniques and processes.
- Apply knowledge of applicable programming languages, databases, application design, computer systems, and networks. Exhibit skill in determining causes of operating errors and generating or adapting programs, equipment, and technology to serve user needs. Demonstrate the ability to quality check and improve the efficiency and effectiveness of all systems and programs.
- Apply knowledge of supervisory and employee management principles. Display performance management skills through assessing and documenting employees' performance against established goals and objectives within a specific rating period. Display an understanding of applicable employee rights, protections, and avenues of appeal. Use mediation and problem-solving skills when managing conflicts in the workplace. Display skill in leading employees in the implementation of new ideas and better work procedures, including process redesign and evaluating and implementing potential process improvements.
- Demonstrate skill in the use of automated equipment, including word processing and spreadsheet applications, requisite Court computer programs, automated case management systems, financial records management systems, human resources systems, and related databases and applications.

#### **Court Preferred:**

- A bachelor's degree from an accredited four-year college or university, preferably in Information Technology Management, Public, Business, or Judicial Administration, or related field.
- Experience working with Office 365, Macintosh end user devices, HTML, Web Services, SharePoint, and Microsoft suite of applications.
- Understand and implement hardware and software, office automation, database design, and data communications.
- Advanced knowledge of networking, operating systems, servers, and thorough knowledge of LAN/WAN internetworking technologies.
- Functional knowledge of tools concerning database management.
- Knowledge of preventative maintenance activities.
- Cybersecurity knowledge and experience.
- Excellent communication skills, especially with a non-technical audience.
- Supervisory experience.

### **Application Procedures**

- Qualified applicants should submit a (i) cover letter, (ii) resume, and (iii) a completed [Federal Judicial Branch Application for Employment \(AO78\)](#) via email to [jobs@flmb.uscourts.gov](mailto:jobs@flmb.uscourts.gov) (single PDF document preferred). Please reference the vacancy announcement number and position title in the subject of the email. Only complete packets will be considered. ***For first consideration, applications must be submitted on or before January 4, 2026.***
- Applications may be reviewed as received. The Court reserves the right to modify the conditions of this job announcement or withdraw the announcement, which may occur without prior written or other notice. The Court will only communicate with those individuals who will be invited for an interview. Applicants selected for interviews must travel at their own expense.
- This is a high-sensitive position; as a condition of employment, the selected candidate 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. Due to the sensitivity level of this position, candidates may be asked about their criminal history prior to receiving a tentative offer of employment. Candidates completing the AO-78 must complete questions 19-21 regarding their criminal history. Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination.
- Accurate demographic information informs Judiciary diversity and inclusion efforts in several areas including recruitment, talent management, training, and outreach. To enhance our ability to strategically design efforts to achieve equity and identify areas of

needed engagement, improvement, and/or change, we ask that applicants selected for an interview complete the Voluntary Self-Identification Form AO-78B.

- To access additional information on Careers with the Judiciary, please visit <https://www.uscourts.gov/careers>.

### **Benefits**

A career with the U.S. Courts provides employees with a comprehensive benefits package. Court employees and their families have access to a range of benefits that are designed to make your federal career very rewarding. Benefits include paid Vacation and Sick Leave, eleven (11) Paid Holidays per year, and retirement benefits such as a Defined Benefit Pension Plan and a Defined Contribution Plan with Employer Match ([TSP](#)). Optional benefits include Group Health, Dental, Vision and Life Insurance, Long-Term Disability and participation in the Court's Flexible Benefits Program. Local Court Benefits may include Telework Opportunities, on-site Federal Occupational Nurse, access to an on-site Fitness Center, and a Public Transit Subsidy. Please visit <http://www.uscourts.gov/careers/benefits> to learn more.

### **Additional Information**

- Applicants must be United States citizens or eligible to work for the federal government. All applicant information is subject to verification. Providing false and/or misleading information may be grounds for removal from the application and selection process, as well as disciplinary action if discovered after an individual's date of hire. All Court employees are "at will" employees, and the selected candidate may be removed from this position at any time if the employee fails to perform at a satisfactory level.
- All Court employees are required to adhere to the [Code of Conduct for Judicial Employees](#).
- This Court provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative by email to [jobs@flmb.uscourts.gov](mailto:jobs@flmb.uscourts.gov). The decision on granting reasonable accommodations will be made on a case-by-case basis.
- The position is subject to the mandatory electronic fund transfer (EFT) participation for payment of net pay (i.e., direct deposit).

**The United States Bankruptcy Court is an equal opportunity employer and values diversity in the workplace.**