

United States District Court
Northern District of Alabama

VACANCY ANNOUNCEMENT

Position Title: Information Technology Technician II
Term: Full Time Permanent
Location: Birmingham, AL
Opening Date: June 17, 2016
Closing Date: Open Until Filled
Salary Range: CL 25 (\$39,171 - \$63,664) (Starting salary dependent upon experience, qualifications, and salary history.)

The United States District Court, Northern District of Alabama, is accepting applications for an Information Technology Technician. The Information Technology Technician is located in the Clerk's Office and is responsible for performing end user support activities. At this level of function, the technician provides help desk support for end users and provides technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. The Information Technology Technician will also be expected to perform routine troubleshooting functions, create and run reports, and provide support for mobile computing devices and remote access. This position performs routine to moderately complex troubleshooting for hardware and software systems.

Representative Duties

- 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 web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf desktop releases. Set up, configure, install and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.
- Prepare and maintain the documentation and standard operating procedures and checklist for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity of the data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer systems problems.

- Recommend hardware, equipment, and software updates.
- Provide related duties, as assigned.

Qualifications

Must be a high school graduate or equivalent and have at least one year of specialized experience. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

Desired Skills

- Good technical, troubleshooting and communications skills.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.
- Extensive knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the management team.
- Skill in translating and documenting technical terms into non-technical language for training.
- Mastery of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, 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. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

Benefits

Court employees are not included in the government's civil service classification. They are, however, entitled to the same benefits as other federal employees, including: up to thirteen days of paid annual leave per year for the first three years, thereafter up to twenty-six days per year; ten federal holidays; participation in the Federal Employees Retirement System with a percentage of contributions matched; choice of health benefit plan from several options; life insurance; periodic salary increases dependent upon budget constraints and Congressional actions.

Information for Applicants

Candidate must be a U.S. citizen or eligible to work in the United States. Candidate must have excellent organizational and analytical skills. Candidate also must be mature, responsible, tactful, possess good judgment and capable of exercising sound initiative, able to work harmoniously with

others in a team-oriented work environment, and able to communicate effectively, both orally and in writing. The selected applicant will be hired provisionally pending the results of a background investigation and will be subject to an “AT WILL” employment for the duration of the appointment. A knowledge/skills/abilities assessment may be required of applicants. The selected applicant will be subject to a one-year probationary status for satisfactory completion of training and overall performance in the position.

Work is performed in an office setting. Some travel is required.

How to Apply

Interested applicants should submit one Form AO 78, Federal Judicial Branch Application for Employment, and a detailed resume to personnel@alnd.uscourts.gov. Please be sure to note the title of the position for which you are applying in the subject line of your email when submitting your AO 78 and resume. Application must be made **by email only**. (Paper **will not** be accepted.)

Only qualified applicants may be invited to personal interviews.

This position is subject to mandatory electronic transfer for payment of net pay (i.e. Direct Deposit). Relocation expense and interview expense reimbursements are not available.

The Court reserves the right to modify the conditions of this announcement, withdraw the announcement, or to fill the position sooner than the closing date without prior notice. The U.S. District Court requires employees to adhere to a Code of Ethics and Conduct.

AN EQUAL OPPORTUNITY EMPLOYER