

United States District Court and
United States Bankruptcy Court
Northern District of Alabama

VACANCY ANNOUNCEMENT 16-01 REVISED

Position Title: Information Technology Technician I
Term: Full Time Permanent
Location: One Vacancy Located in Huntsville, AL
One Vacancy Located in Tuscaloosa, AL
Reopening Date: May 3, 2016
Closing Date: Open Until Filled
Salary Range: \$36,097 - \$58,649 (CL-24) Huntsville, AL
\$35,470 - \$57,631 (CL-24) Tuscaloosa, AL
Promotion potential without further competition to CL-25.

The United States District Court and the United States Bankruptcy Court, Northern District of Alabama, are accepting applications for two Information Technology Technicians shared between the two court units. The Information Technology Technician is located in the Clerk's office and is responsible for performing end user support activities. The Information Technology Technician will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs. 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. Both Information Technology Technicians are shared positions between the United States District Court and United States Bankruptcy Court – fifty percent of their work will be for District Court, and fifty percent of their work will be for the Bankruptcy Court. The Information Technology Technician must be able to travel to other locations.

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. Perform basic system support for telephone systems.
- Provide related duties, as assigned.
- Routine travel between offices within the Northern District is required.

Qualifications

Must be a high school graduate or equivalent and have at least two years of general experience. General experience is progressively responsible administrative or general clerical work experience. Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours of undergraduate study) equals one year of general experience.

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.

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, and 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 Resumes@alnb.uscourts.gov. Please be sure to note the title of the position for which you are applying and the location of the position 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 Courts reserve 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 and the Bankruptcy Court require employees to adhere to a Code of Ethics and Conduct.

The Courts are Equal Employment Opportunity Employers.