



## POSITION ANNOUNCEMENT

### UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF ALABAMA

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<b>Position Title:</b>	<b>Information Technology Technician II</b>
<b>Grade Range:</b>	<b>CPS CL 26/27*</b>
<b>Salary Range:</b>	<b>\$47,197 - \$76,704</b>
<b>Location:</b>	<b>Birmingham, Alabama</b>
<b>Opening Date:</b>	<b>July 16, 2021</b>
<b>Closing Date:</b>	<b>Open until filled</b>

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\* Promotional potential to CL 27 (\$51,847 - \$84,284) after one year, dependant upon qualifications, available funding and without further competition.

**POSITION OVERVIEW:** Information Technology Technicians perform help desk support for end users and provide technical support in installing and configuring computer hardware and software programs. IT Technician II performs routine to moderately complex troubleshooting for hardware and software systems.

#### **DUTIES:**

- a) 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.
- (b) 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.
- (c) Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- (d) Provide cabling support.
- (e) Prepare and maintain the documentation and standard operating procedures and checklists 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 trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- (f) 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 system problems.
- (g) Recommend hardware, equipment, and software updates.

#### **QUALIFICATIONS AND EXPERIENCE:**

Knowledge of theories, principles, practices, and usage of computer hardware and software.

Completion of a degree in computer science or related field is preferred.

**MISCELLANEOUS:** The IT Technician II is an excepted service appointment. Excepted service appointments are “at-will” employees who serve at the pleasure of the court and can be terminated by the court with or without cause. The successful applicant will be placed on a six month probationary period.

Candidates must meet citizenship requirements for employment by the United States Courts.

This position is subject to mandatory direct deposit of net pay.

Reimbursement for travel and/or relocation is not available.

The U. S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement and/or fill the position earlier than the closing date without prior notice. This job announcement may result in filling more than one position.

**BACKGROUND CHECK:** This position is a high sensitive position within the federal judiciary. Employment will be considered provisional pending the successful completion of a ten-year, full field Office of Personnel Management background investigation. The incumbent will be subject to updated background investigations every five years.

**BENEFITS:** Employees of the United States District Court are *not* included in the government’s Civil Service classification. They are, however, entitled to similar benefits as other Federal employees.

10 paid holidays per year

13 days paid vacation for the first three years; 20 days after three years; 26 days after 15 years

Choice of federal health, vision, dental and life insurance plans

Optional long-term care insurance

Optional participation in Health and Dependent Care Reimbursement Accounts

Participation in the Federal Employees Retirement System

Optional participation in an employer-matching Thrift Savings Plan (similar to a 401K)

**HOW TO APPLY:** Qualified persons are invited to submit a cover letter, including a list of three professional references (with contact information), and an AO-78 Application for Judicial Branch Federal Employment which is available at <http://www.alnd.uscourts.gov>.

Please submit cover letter and application by mail in an envelope marked “CONFIDENTIAL” to H.R. Specialist, U. S. District Court, 1729 5th Avenue North, Birmingham, AL 35203.

The most highly qualified candidates will be referred for further consideration and possible interview. Only applicants who are selected for interviews will be contacted by the Court.

**EQUAL OPPORTUNITY EMPLOYER**