

### UNITED STATES DISTRICT COURT AND PROBATION OFFICE – SOUTHERN DISTRICT OF IOWA

**POSITION:** Information Technology Technician

**LOCATION:** Des Moines, IA

**OPENING DATE:** Friday, January 22

CLOSING DATE: Friday, February 5

CLASSIFICATION LEVEL/SALARY RANGE: CPS CL-24 (\$34,356 - \$55,864) to CL-25 (\$37,941 - \$61,709), salary is based on experience and qualifications in accordance with the Court Personnel System.

# **POSITION OVERVIEW**

This position is located in the consolidated Information Technology Services Office of the United States District Court and Probation Office for the Southern District of Iowa. The incumbent provides technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. Technicians perform routine to moderately complex troubleshooting for hardware.

### **DUTIES AND RESPONSIBILITIES**

Serve as the central point of information and assistance for end users on all matters relating to equipment and applications:

- Answer user questions.
- Respond to help desk calls, online submittals, and e-mails.
- Log computer problems, and assist with routine problems.
- Provide day-to-day support and end-user training for IT and telephone systems, such as additions, deletions, and moves.
- Analyze and distribute help desk requests.
- Forward unresolved work orders to the next level.
- Follow up with users to ensure resolution is satisfactory.
- Document help desk resolutions.

Install or assist in the installation of upgrades or new off-the-shelf/desktop releases. Set up, configure, install, troubleshoot, and document hardware and software. Ensure that patches, software updates, and virus definitions are applied in a timely manner. Develop, image, and deploy workstation environments to include the installation and optimization of operating systems, commercial productivity software, email software, and court-developed applications across a variety of desktop and laptop hardware platforms. Distribute new hardware, including but not limited to, PC hardware, laptops, printers, and mobile devices.

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.

Prepare and maintain documentation, standard operating procedures, and checklists for end users and other technicians.

Deploy, set-up, and activate video and audio equipment used for evidence presentation and video conferencing; train users and members of the bar in the effective use of the same.

Create and run reports.

Create user accounts.

Create local court forms from off-the-shelf software.

Provide day-to-day systems backups and verify the validity of the data.

Perform inventory control duties.

Act as the technical expert in solving computer system problems.

Recommend hardware, equipment, and software updates.

Travel to divisional offices and other locations when necessary.

Assist in maintaining Internet and intranet web sites.

Perform other related duties as assigned.

# **QUALIFICATIONS**

To qualify for the CL 24, applicants must have two years of general experience, which includes at least one year of specialized work experience in information technology. To qualify for the CL 25, applicants must have one additional year of specialized work experience equivalent to work at the CL 24 level. Candidate must have working knowledge of the latest available electronic technology, hardware and software programs; knowledge of networks, telephone, and wireless systems; demonstrated ability to perform routine hardware and software maintenance and troubleshooting; demonstrated ability to implement, operate, and document systems; demonstrated ability to train personnel in relevant hardware and software programs; knowledge of computer processes, systems, and capabilities; and demonstrated ability to work in a team environment and to be effective in both oral and written communication. The candidate must have a positive attitude, deliver excellent customer service, and be detail oriented.

#### **BENEFITS**

Benefits include ten paid holidays, paid vacation and sick leave, and participation in the Federal Employees Retirement System. Optional participation in Federal Employees' Health Benefits Program, Federal Employees' Group Life Insurance Program, Flexible Benefits Program, Federal Judiciary Long Term Care Insurance Program, and private long term disability insurance is also available.

### CONDITIONS OF EMPLOYMENT

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available for review upon request. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment. Employees of the United States District Court and Probation Office are **at will** and can be terminated with or without cause at any time.

#### **MISCELLANEOUS**

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The U.S. District Court and Probation Office for the Southern District of Iowa provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The U.S. District Court and Probation Office for the Southern District of Iowa reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice.

The U.S. District Court and Probation Office for the Southern District of Iowa does not reimburse for expenses associated with interviews or relocation.

## APPLICATION INFORMATION

Candidates must submit: (1) a resume and (2) a cover letter which addresses qualifications, skills, and experience necessary to perform the duties. Applications submitted without both items will not be considered. Only applicants selected for an interview will be notified.

Application materials should be marked "confidential" and mailed or e-mailed to:

Mindi Decker, Human Resources Specialist U.S. District Court, Southern District of Iowa P.O. Box 9344
Des Moines, IA 50306-9344
E-mail: mindi\_decker@iasd.uscourts.gov

The United States District Court is an Equal Opportunity Employer.