

#### UNITED STATES DISTRICT COURT-SOUTHERN DISTRICT OF IOWA

POSITION: Information Technology Technician II

**LOCATION:** Des Moines, IA

**OPENING DATE:** Tuesday, January 29, 2013

CLOSING DATE: Tuesday, February 12, 2013

CLASSIFICATION LEVEL/SALARY RANGE: CPS CL-25 (\$37,941- \$61,709) to CPS CL-26 (\$41,786 - \$67,951); Promotion Potential to CL 27 (\$45,928 - \$74,628); salary is based on educational background and experience in accordance with the Court Personnel System.

#### **POSITION OVERVIEW**

This position is located in the consolidated Information Technology Department of the United States District Court and Probation Office for the Southern District of Iowa. The incumbent performs work related to setting up, maintaining and supporting computer systems and mobile devices. The Information Technology Technician II will work with audio/video systems and services, including courtroom sound, video/electronic evidence presentation equipment, and video conferencing equipment; including hardware and software, wired and wireless synchronization, data management and conversion; and mobile computing (laptops and iPads).

## **DUTIES AND RESPONSIBILITIES**

Oversees the day-to-day operation of applicable technology used in the court to ensure reliable and effective operation. Perform requisite programming to systems to accommodate local needs.

Provides technical support for complex administrative and operations specific national applications. Responds to support requests submitted via phone, email, online or in person. Maintains version applicability and local functionality of user applications, such as: MS Windows, MS Office, Adobe, WordPerfect, and Lotus Notes.

Develops and maintains local court technical and user documentation for all assigned systems. Develops, documents, and maintains standard operating procedures, as necessary, for installed computer systems. Prepares and maintains completed documentation of all locally developed, tailored or enhanced software.

Assists in the maintenance of an inventory of hardware and software, ensuring only licensed copies of software are in use and that all production equipment is in good working order.

Troubleshoots devices at the hardware level, such as serial or hardware device level interfaces. This may include controlled distribution systems and wireless systems. Configures devices and systems for proper operation using available software and hardware and via remote support from vendors.

Receives, installs, and tests new and updated releases of network operating systems. Administers these systems to include user account management, print services, performance tuning, backups, diagnostics and any other hardware or software maintenance that may be required.

Assists in the development and implementation of short and long range technological improvements, ensuring minimal disruption to courtroom activities.

Monitors new developments in computer hardware, software, and data communications capabilities, and advises court managers and other technical experts within the court system of available options and their potential applications to court needs.

Provides technical support and assists in the maintenance of computer systems, mobile devices, courtroom technology, and audio/visual systems, including software and hardware additions, moves, and changes.

Assists with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Performs system start-up and shut down procedures.

Tests and evaluates new technology prior to application in court environments.

Coordinates video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.

Serves as liaison with other federal agencies such as the U.S. Attorney's Office, Federal Public Defender, U.S. Trustee, and ensures offices receive adequate notice of available court technology.

Maintains, installs, and updates personal computer workstations, including new product evaluation and software compatibility analysis. Maintains systems for imaging, software updates, and patch management.

# **QUALIFICATIONS**

Associates degree in computer science or related area or two years of specialized experience. Candidate must have a good understanding of current computer systems and practices at a professional level; knowledge of programming methodologies to develop new applications or modify existing software; and demonstrated ability to troubleshoot and repair problems with hardware and software. Candidate also must have excellent organizational skills, a demonstrated ability to work in a team environment and to be effective in both oral and written communication; and demonstrated ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, deliver excellent customer service, and be service 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.

Commencing from the start date in this position, the selectee must complete a one year probationary period.

## **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 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 and Probation Office is an Equal Opportunity Employer that values diversity in the workplace.