



UNITED STATES DISTRICT COURT and PROBATION OFFICE– SOUTHERN DISTRICT OF IOWA

POSITION: Information Technology Technician I

LOCATION: Davenport, IA

OPENING DATE: Friday, March 6

CLOSING DATE: Open Until Filled, applications received by March 20 will receive priority consideration

CLASSIFICATION LEVEL/SALARY RANGE: CPS CL-25 (\$38,704 - \$62,951); Promotion Potential to CL 26 (\$42,644 - \$69,289); salary is based on educational background and experience in accordance with the Court Personnel System.

POSITION OVERVIEW

This position is 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, mobile devices and other technology for the US Court. The Information Technology Technician I will work with hardware and software, wired and wireless networks, mobile computing (laptops, iPads and iPhones), telephone systems, and courtroom audio/video systems. Although located in the Davenport courthouse, the incumbent will be responsible for assisting users based out of Des Moines and Council Bluffs as well.

DUTIES AND RESPONSIBILITIES

Responsible for the day-to-day support of technology used in the court to ensure reliable and effective operation, including but not limited to computer systems, mobile devices, courtroom audio/video systems, telephone systems, and general software and hardware additions, moves, and changes. Responds to support requests submitted via phone, email, online, or in person. Follows standard operating procedures and best practices for hardware and software support.

Provides technical support for local and national applications used by court personnel. Maintains version controls and functionality of user applications, such as: MS Windows, MS Office, Adobe, WordPerfect, and Lotus Notes. Receives, installs, and tests new and updated releases of applications and operating systems.

Actively participates in district-wide technology initiatives, including process improvements, network upgrades, implementation or upgrades of new hardware and software, and others.

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.

Develops and maintains technical and user documentation for all assigned systems.

Assists in the development and implementation of short and long range technological improvements, ensuring minimal disruption to court operations. Tests and evaluates new technology prior to application in court environments.

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

As part of the larger technology team, monitors new developments in computer hardware, software, and data communications capabilities, and advises court managers and other technical experts within the court system of options and their potential applications to court needs.

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.

Opportunities for progressively more complex tasks, projects, and responsibilities will be provided based on the incumbent's experience and demonstrated abilities.

QUALIFICATIONS

Associates degree in computer science or related area, or a minimum of three years of experience in a technical support role. Candidate must have a good understanding of current computer systems and practices at a professional level, and a proven ability to troubleshoot and repair problems with hardware and software. Candidate must also have excellent organizational skills, a demonstrated ability to work in a team environment, and effective oral and written communication skills. The ability to handle multiple projects and tasks simultaneously is essential. Above all other traits, 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: mindidecker@iasd.uscourts.gov

The United States District Court and Probation Office is an Equal Opportunity Employer that values diversity in the workplace.