



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

**POSITION:** Technology Specialist

**LOCATION:** Davenport, IA

**OPENING DATE:** Friday, May 29

**CLOSING DATE:** Open Until Filled, applications received by Friday, June 19 will receive priority consideration

**CLASSIFICATION LEVEL/SALARY RANGE:** CPS CL-25 (\$38,704 - \$62,951) to CL-26 (\$42,644 - \$69,289); Promotion Potential to CL-27 (\$46,835 - \$76,152); salary is based on educational background and experience in accordance with the Court Personnel System.

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**POSITION OVERVIEW**

Do you have a passion for technology? Do you have varied technical experience and an interest in being hands on with a wide array of technology? If so, we want to hear from you! We are seeking a talented candidate that is customer oriented, adaptable, and eager to learn and explore. While we have a highly collaborative team across our district, you would often be working independently and be involved in activities such as user support, network/server management, high-end audio/video systems in the courtrooms, and special projects such as virtual desktops.

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 Technology Specialist will work with software and hardware, wired and wireless networks, mobile computing, telephone systems, and complex courtroom audio/video systems. Although located in the Davenport courthouse, the incumbent will help assist users based out of Des Moines and Council Bluffs as well, and will occasionally travel to those sites.

**DUTIES AND RESPONSIBILITIES**

Responsible for the implementation and support of technology used in the court to ensure reliable and effective operation, including but not limited to computer systems, mobile devices, servers and storage, courtroom audio/video systems, telephone systems, and general software and hardware adds, moves, and changes. Respond to support requests submitted via phone, email, online, or in person. Participate in larger, district-wide projects.

Learn, implement, manage, and support local applications as well as nationally developed applications used by court personnel. Maintain version controls and functionality of out-of-box applications, such as Windows, Office, Adobe, and Lotus Notes.

Actively participate in district-wide technology initiatives, including process improvements, network upgrades, implementation or upgrades of new hardware and software, and others. Current initiatives include virtual desktops, tablet computers, re-architecture of Active Directory and deployment of Windows 2012, implementation of VoIP, and enhancing security standards.

Manage and provide support for high-end audio and video systems in the courtrooms. This includes audio and video conferencing, electronic evidence presentation systems, and other tools that allow criminal trials and landmark civil cases to be argued in our courtrooms.

Assist in the development and implementation of short and long range technological improvements. Provide input in establishing or updating policies and best practices.

Develop and maintain technical and user documentation for all assigned systems.

Assist with network systems, including file server and user account administration, data and backup management, disaster recovery and data connectivity.

As part of the larger technology team, monitor new developments in computer hardware, software, and data communications capabilities, and advise court managers of options and their potential applications to court needs.

Serve as liaison with other federal agencies such as the U.S. Attorney's Office, Federal Public Defender, U.S. Trustee, and others that utilize court technology resources.

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

### **QUALIFICATIONS**

Bachelor's degree in computer science, computer engineering or related area, or a minimum of five years of experience in a technical support role. Candidate must have a good understanding of computer systems and an ability to troubleshoot and repair problems with hardware and software. Candidate also must have excellent organizational skills, an ability to often work independently but as part of a larger team, and ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, good communication skills, 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](mailto:mindidecker@iasd.uscourts.gov)

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