



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

POSITION: IT Technician Intern – Unpaid (10-20 hours/week)

LOCATION: Davenport, IA

OPENING DATE: Monday, November 26

CLOSING DATE: Open Until Filled

EXPECTED START DATE: Spring Semester (January 2019)

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 provides technical support for end users and performs work related to setting up, maintaining and supporting computer systems, mobile devices and other technology. The incumbent will work part-time and be granted schedule flexibility based on their academic needs.

DUTIES AND RESPONSIBILITIES

Provides technical support for routine hardware and software incidents submitted via phone, email, online, or in person. Capture and manage incidents through the help desk ticketing system, escalating incidents to tier 2 and 3 support as needed.

Incumbent will assist with supporting computer systems, mobile devices, printing, remote connectivity, wired and wireless networks, courtroom technology, and audio/visual systems.

Duties will be wide-ranging, including but not limited to:

- Maintaining, installing, and updating personal computer workstations and software.
- Hardware and software additions, moves, and changes.
- New product evaluation and software compatibility analysis.
- Maintaining desktop images and hardware standards.
- Supporting audio and video systems for the court, including a/v systems used in courtrooms.

Responsibilities may include other duties or special projects as assigned, depending on skills and experience level.

QUALIFICATIONS

Applicant must be enrolled in a computer science, computer engineering or related accredited undergraduate program. 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 work in a team environment, 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.

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.

The position is a temporary part-time appointment.

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/Training Manager
U.S. District Court, Southern District of Iowa
P.O. Box 9344
Des Moines, IA 50306-9344
E-mail: mindy_decker@iasd.uscourts.gov

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