



Sacramento, California

www.caed.uscourts.gov

Position Details

**Starting Job Grade: CL 25 or 26
DOE (with promotional potential
up to CL 27)**

**Starting Salary Range: \$42,000 -
\$75,167 DOE (promotional salary
range up to \$82,594)**

**Closing Date: 2/15/2016 @
4:00pm**

How to Apply:

The following materials must be sent as e-mail attachments in either Word or PDF format to “CAED-HR@caed.uscourts.gov” by **no later than 4:00 p.m. on Monday, February 15, 2016** (please reference “2016-04” in subject line of your message):

- 1) An introductory cover letter.
- 2) A chronological resume detailing work history and the reason you left each job listed.
- 3) An ending salary for each job listed on your resume.
- 4) A list of three professional references.

Incomplete materials will be disqualified from consideration.

The United States District Court for the Eastern District of California is seeking applicants for a full-time Information Technology (IT) Support Specialist position in our Sacramento IT unit. This developmental position offers an excellent opportunity to start or continue an IT career in federal service. In addition to career ladder promotional potential, the incumbent will be eligible for full federal benefits that include retirement coverage. The court also offers a stable, friendly and professional work environment with a Monday - Friday, 40 hour per week work schedule.

Once fully developed, the incumbent will provide a wide range of IT support to end users that will include the following duties and responsibilities:

- Answers and responds to various IT support requests regarding desktop equipment, network and software problems, and user application questions. Maintains requests in a technical support tracking database and ensures statuses of assigned work orders are current in the system.
- Diagnoses problems with hardware, software and network. Responds quickly to malfunctions and provides solutions while making sure the affected computers and network equipment remain functional. Escalates issues that cannot be resolved within an established response time.
- Operates and supports courtroom audio/visual (A/V) equipment and other video-conferencing systems throughout the court. This includes maintaining and troubleshooting equipment (i.e., microphones, projectors, video monitors, etc.), wiring and cabling.
- Plans, organizes and performs hardware and software system configuration, installation, upgrades, and maintenance on computers and peripheral equipment throughout the court. Updates department asset inventory system whenever changes are made and assets are moved between locations
- Assesses and prepares for installation of computer equipment, peripherals and software. Receives, tests and installs new and updated software releases of both standard and customized office automation products and court developed systems.
- Manages and coordinates the timely repair of hardware including computers and other related communications devices and printers. Installs troubleshoots, and configures access to applications.
- Performs other duties as assigned.

Limited travel to our offices in Fresno and Redding may be required.

QUALIFICATIONS AND RANKING

Candidates must be a high school graduate or equivalent and possess at least two years of specialized work experience that includes:

**IT Support Specialist
Opportunity Announcement
Cont.**

Benefits:

- Paid Holidays
- Annual & Sick leave
- FERS Retirement Coverage
- Thrift Savings Plan
- Health Insurance
- Dental, Vision & Life Insurance
- Flexible Spending Accounts
- On Site Gym

For more information about benefits go to: USCourts.gov

- Person-to-person IT customer service and support.
- Direct interface with maintaining an automated help desk system.
- Hardware maintenance, troubleshooting and configuration.
- Software installation, maintenance and support.

The completion of bachelor's degree from an accredited college or university in a related field may be substituted for all or a portion of one year of experience.

Candidates also must have a passion for both IT and providing exceptional customer service. Candidates must have a professional demeanor, be self-motivated, hold themselves accountable to high professional standards, and possess excellent time management and organizational skills, as well as strong verbal and written communication skills.

Preference will be given to candidates who possess the following:

- Experience with MS Windows OS, MS Office Suite and supporting mobile technology (i.e., Apple products)
- Experience configuring, managing and troubleshooting A/V equipment and video conferencing systems.
- Relevant professional certifications and/or completion of a two year or higher degree in a related field from an accredited college.
- Knowledge of local area networks and wireless networks.
- Knowledge of VOIP telephone systems.
- Knowledge of MS Windows Server, MS WSUS and MS WDS.
- Knowledge and experience with inventory management and control.
- Knowledge of Adobe Acrobat, IBM Notes and Symantec End-Point Protection.

Disclosures

The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, either of which may occur without prior written or other notice.

Only qualified applicants will be considered for this position. Participation in the interview process will be at the applicant's own expense. Candidates must be eligible to work for the United States government.

Employees of the U. S. District Court serve under "Excepted Appointments" and are considered "at will" employees. Federal Civil Service classifications or regulations do not apply; however, court employees are entitled to the same benefits as other Federal Government employees. Court employees are subject to a Code of Conduct. A copy will be provided upon request.

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

If selected for first-time appointment to a position, you will be required to complete a one year initial performance evaluation period (IPEP) of employment. Failure to successfully complete the IPEP may result in termination of employment.