

UNITED STATES DISTRICT COURT
Western District of North Carolina
United States District Court and Probation Office

Job Announcement Number: 24-02

Position Title: Information Technology Technician II (Shared Services)

Starting Salary: **CL 26** (\$53,934 - \$87,637) – Depending on qualifications
**Starting salary will be at the CL 26 classification. The salary usually begins in the low to middle portion of the range provided above, depending upon qualifications and experience. Promotion to higher level is dependent on the needs of the office, assigned work duties and individual performance.*

Career ladder promotion potential up to CL 27 without further competition needed.

Position Location: Charlotte, North Carolina

Open Date: **April 4, 2024**

Revised Closing Date: **Open Until Filled – Applications Received by Friday, April 19 will be given priority consideration.**

The Western District of North Carolina Information Technology Team is one of the most progressive within the federal court system. Join us in our mission to facilitate the administration of justice and provide continuity of services throughout the judicial process. Our team is committed to innovation and continuous improvement of the court system through technology.

The United States District Court and Probation Office for the Western District of North Carolina is accepting applications for an Information Technology Technician II in the Charlotte office. This position is designed as an entry to mid-level position. The duties specified herein are intended to provide generalized examples of the major duties and responsibilities that are performed by an Information Technology Technician II and do not reflect all duties performed by positions covered under this classification.

JOB SUMMARY:

The Information Technology Technician II is part of the information technology team that performs end user support activities. At this level of function, technicians provide help desk support for end users and provide technical support installing and configuring computer hardware and software programs. Information Technology Technicians II perform routine to moderately complex troubleshooting for hardware and software systems and may serve all levels of staff.

REPRESENTATIVE DUTIES:

- Respond to help desk calls and e-mails, log computer problems, and work with the IT team to resolve simple to complex technology issues in a timely manner. Analyze help desk logs to minimize future issues.
- Create/maintain end user accounts and provide end user training as needed.
- Generate master operating system images and deploy to workstations.
- Administer Group Policies for workstations and user profile configurations.
- Deploy software and patches to workstations and mobile devices.
- Assist with IT asset management.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Provide support for remote access and mobile computing devices.
- Recommend hardware, equipment and software updates.
- Stay abreast of new information technology hardware, software and industry trends and make recommendations to management in keeping the court current with their technology needs.
- Routine travel throughout the district is required.
- Occasional travel outside of the district may be required.

MINIMUM QUALIFICATIONS

Bachelor's degree, or two-year degree in Computer Science or related field, from an accredited college, university or technical school. One to three years' experience providing end user support and assisting with computer problem resolution. Demonstrated skill in performing routine hardware maintenance. Ability to implement, operate and document information technology systems considering both hardware / software issues. Knowledge of computer processes and capabilities. Ability to perform both hardware and software maintenance and trouble shooting. Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Must be proficient at writing effective instructions for users and fellow staff. Must have exceptional customer service skills. Must have the desire to learn new technology and innovate. Must be team player.

Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

PREFERRED QUALIFICATIONS

- Experience working in the federal system.
- Experience with Active Directory, Group Policy, KACE Systems Management, and Mobile Device Management (MDM)

BACKGROUND INVESTIGATION

The selected candidate will be subject to a full background investigation as a condition of permanent employment. Employment will be considered provisional until the background investigation is completed and a favorable employment suitability is determined.

BENEFITS:

- Eleven (11) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health Benefits under the Federal Employee's Health Benefits Program (FEHB)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Flexible Benefits Program
- Life Insurance benefits under the Federal Employee's Group Life Insurance Program (FEGLI)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)

HOW TO APPLY

Applicants must submit the following;

INCOMPLETE APPLICATION PACKAGES WILL NOT BE CONSIDERED

- **Cover letter and resume**
- **Completed AO-78, Application for Judicial Branch Federal Employment**
- **Copy of most recent performance evaluations (If applicable)**
- **Copy of transcripts for a bachelor's degree and any advanced degree (Can be "Unofficial")**

Complete applications should be submitted via e-mail to hr@ncwd.uscourts.gov . Applications received by close of business on Friday, April 19, 2024, at 5:00 p.m. will be given priority consideration. All application materials should be sent as a **single PDF document**. The application form AO-78 is available at www.ncwd.uscourts.gov. Please reference Job Announcement # 24-02.

INFORMATION FOR APPLICANTS

Electronic Fund Transfer (EFT) for payroll deposit is required. Applicants must be U.S. citizens or eligible to work in the United States. The court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the selected candidate. Due to the volume of applications received, the Court will contact only the most qualified applicants who will be invited for an interview. Only those interviewed will receive notification when the vacancy is filled.

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. More than one position may be filled from this posting. If a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Court may elect to select a candidate from the applicants who responded to the original announcement without reposting the position.

The Western District of North Carolina is an Equal Employment Opportunity Employer.