UNITED STATES DISTRICT COURT
DISTRICT OF ALASKA

INFORMATION TECHNOLOGY TECHNICIAN

Announcement Number	USDC 21-02
Announcement date	April 23, 2021
Closing Date	May 19, 2021
Salary Range	CL 25 /up to $77,681 (salary commensurate with experience and qualifications plus 2.86% COLA)
Location	U.S. District Court and U.S. Probation Office, Anchorage, Alaska

POSITION OVERVIEW - This position is located in the consolidated Information Technology Department of the United States District Court and United States Probation & Pretrial Services Office for the District of Alaska. The incumbent performs work related to setting up, maintaining and supporting computer systems and mobile devices. The Information Technology Support Specialist will work with audio/video systems and services, including courtroom sound, video/electronic evidence presentation equipment, and video conferencing equipment; including hardware and software, wired and wireless synchronization, data management and conversion; and mobile computing (laptops and iPads).

REPRESENTATIVE DUTIES

- Serves as front line of service desk operations including answering phone calls, servicing electronic requests, maintaining clear and consistent communications, and developing documentation of events and related actions.
- Provides technical support and assists in the maintenance of computer systems, mobile devices, courtroom technology, and audio/visual systems, including software and hardware additions, moves, and changes.
- Monitors new developments in computer hardware, software, and data communications capabilities, and advises court managers and other technical experts within the court system of available options and their potential applications to court needs.
- Provides technical support for administrative and operations specific national applications. Maintains version applicability and local functionality of user applications, such as: MS Windows, MS Office, Adobe, WordPerfect, and Lotus Notes.
- Assists in the maintenance of an inventory of hardware and software, ensuring only licensed copies of software are in use and that all production equipment is in good working order.
- Troubleshoots devices at the hardware level, such as serial or hardware device level interfaces. This may include controlled distribution systems and wireless systems. Configures devices and

systems for proper operation using available software and hardware and via remote support from vendors.

- Develops and maintains local court technical and user documentation for all assigned systems. Develops, documents, follows, and maintains standard operating procedures.
- Assists with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Performs system start-up and shut down procedures.
- Maintains, installs, and updates personal computer workstations, including new product evaluation and software compatibility analysis. Maintains systems for imaging, software updates, and patch management.
- 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.
- Tests and evaluates new technology prior to application in court environments.
- Receives, installs, and tests new and updated releases of network operating systems. Administers these systems to include user account management, print services, performance tuning, backups, diagnostics and any other hardware or software maintenance that may be required.

QUALIFICATIONS

This position requires a minimum of two years of generalized experience and one year of specialized experience. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position to include the following:

- Person-to-person IT customer service and support;
- Direct interface with maintaining an automated service desk system;
- Hardware maintenance, troubleshooting and configuration in an enterprise setting;
- Software installation, maintenance and support; and
- 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 communications skills.

PREFERRED QUALIFICATIONS

- 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;

- Knowledge of MS Windows Server, VOIP telephone systems, local area and wireless networks, experience with inventory management and control, Abode Acrobat, IBM Notes, Malwarebytes, and Symantec End-Point; and
- A+ Computer and A+ Security certifications.

BENEFITS - The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under the "Excepted Appointment" and are considered "At-Will" employees. As such, employment may be terminated by either the employer or the employee with or without cause. Benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program, Federal Employees' Health Benefits, Federal Employees' Group Life Insurance, Thrifts Savings Plan (similar to a 401(k) plan with employer matching contributions), paid holidays and annual/sick leave accrual. An overview of Federal Judiciary benefits is accessible at: **http://www.uscourts.gov/careers/benefits.**

HOW TO APPLY -

Qualified candidates must submit ALL of the following documents in ONE PDF format:

1) A cover letter detailing how your qualifications meet the job requirements;
2) A current resume;
3) At least three professional references with current contact information; and
4) A completed, Application for Judicial Branch Federal Employment, form AO 78.

Attachments should be submitted as Microsoft Word or Adobe Acrobat .pdf documents to **HR@akd.uscourts.gov.**

This position is subject to mandatory electronic direct deposit of salary payments. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, without prior written or other notice. 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 or an offer of employment, or dismissal after being employed.

The United States District Court is an Equal Opportunity Employer