



UNITED STATES DISTRICT COURT

Northern District of Illinois, Chicago

Human Resources Office, Room 1574
219 South Dearborn Street, Chicago, Illinois 60604
www.ilnd.uscourts.gov

NOTICE OF POSITION VACANCY

Date:	January 3, 2024	Grade Range:	CL 26-1 to CL 27-61
Job Announcement No.:	2024-17	Salary Range:	\$58,977 - \$105,313
No. of Vacancies:	One	Closing Date:	Open until filled.
Position Title:	Information Technology Technician II	Applications received by January 17, 2024 will receive first consideration.	

The United States District Court, Northern District of Illinois, is now accepting applications for an Information Technology Technician II. Consideration will only be given to those who apply through the court's online applicant tracking system and submit a cover letter, resume and two professional references. To apply, please see "Notice to Applicants" listed below.

POSITION OVERVIEW

This position is located within the Information Technology Department in Chicago, Illinois and reports directly to the Systems Supervisor – Desktop and Help Desk. The Information Technology Technician II performs help desk support for end users and provides technical support in installing and configuring computer hardware, desktop application and A/V support. An Information Technology Technician II performs routine to moderately complex troubleshooting for hardware and software systems.

POSITION DUTIES AND RESPONSIBILITIES

- Respond to help desk calls and e-mails and log computer problems in a help desk ticketing system. Provide information and assistance to users on desktop applications. Assist with the creation of new user accounts, user rights management and providing end user training.
- Create and run reports. Perform inventory control duties. Set up, configure, install, and document hardware and software.
- Install or assist in the installation and operation of new or revised releases of programs on Windows PC's and laptops such as Adobe Acrobat, VPN, Outlook 365, Office 365, and mobile devices (including but not limited to Apple iPhones, iPads, and Android OS mobile devices)
- Perform administrative duties for the Outlook 365 email system.
- Provide support for mobile computing devices and remote access. Confirm that backups are run.
- Set up desktop applications and perform routine hardware maintenance of standard office equipment.
- Troubleshoot hardware and software problems. Review help desk ticketing log for new assignments of escalated tickets. Customize programs for local needs and train personnel in their use.
- Assist with coordinating, establishing and managing Cisco Teleconferencing Management Service and WebEx. Move and connect mobile audio/visual/teleconferencing equipment. Assist in providing additional audio/visual systems support as requested.
- Perform system support and administration for VOIP telephone systems, such as additions, deletions, moves and maintenance of the Call Center users and groups.

- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Install and configure network printers, including installation of Cat 6 cabling when needed.
- Recommend hardware, equipment, and software updates to supervisory and management team.
- Travel to divisional and satellite offices—Rockford and Lisle—as necessary.
- Performs other duties as assigned.

JOB REQUIREMENTS AND QUALIFICATIONS

The incumbent must be able to troubleshoot and perform software and hardware maintenance in a courtroom environment. Thorough knowledge of current electronic technology and its related software is required. Candidates must have excellent interpersonal and communication skills (oral and written), with an ability to listen and quickly discern customer needs and priorities. Candidates must also possess time management skills and the ability to handle multiple tasks simultaneously while also meeting deadlines. Accuracy and attention to detail are exceptionally important. Excellent collaboration skills with IT and other court staff. A candidate who demonstrates initiative and an eagerness to learn and take on new challenges will be especially appealing. The successful candidate must be able to display professional and positive demeanor and appearance appropriate for a court environment (business/office wear-professional). As a condition of employment, the selected candidate must successfully complete a background investigation with periodic updates every five years thereafter.

A bachelor's degree in Computer Science or a computer-related certification is preferred. Previous experience working with a VOIP telephone system is preferred. Experience supporting an A/V system is preferred.

COMPENSATION

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. To qualify at the CL 26, applicants must have one year of specialized experience equivalent to work at CL 25.

To qualify at a CL 27, applicants must have two years of specialized experience, including at least one year equivalent to work at the CL 25 or completion of the requirements for a bachelor's degree from an accredited college or university and if one of the following superior academic achievement requirements are met:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in the major field of study, such as business or public administration, human resources management, industrial relations, or psychology;
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies;
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law or other field closely related to the subject matter of the position.

Specialized experience is:

Progressively responsible experience designing, implementing or maintaining computer systems that included the completion of computer project assignments involving systems analysis, computer programming, systems integration, and information technology project management.

EMPLOYEE BENEFITS

The United States District Court offers a generous benefits package to full-time, permanent employees, which includes:

- Paid leave time for federal holidays, vacation, sick, and Parental Leave
- Medical, dental, vision insurance
- Access to an infant and toddler care near the Courthouse.
- The Public Service Loan Forgiveness Program is available to full-time employees with qualifying student loans
- Life insurance
- Thrift Savings Plan with matching funds (401k & Roth 401k style)
- Participation in Federal Employees Retirement System
- Health, dependent care, and parking reimbursement programs
- Public Transit Subsidy Program
- Onsite employee gym
- Long-term care insurance
- Employee Assistance Program, which provides free counseling, financial assistance, and basic legal services

Further details regarding Federal benefits may be viewed at: [ILND Benefits](#)

NOTICE TO APPLICANTS

Consideration will only be given to those who apply through the court’s online applicant tracking system and provide a cover letter, resume and two professional references. Applicants who apply by January 17, 2024 will receive first consideration. To view openings and to apply, visit our applicant tracking system at: [ILND Jobs](#)

Due to the volume of applications received, the Court will only communicate with those applicants who will be interviewed. Applicants selected for interviews will be communicated to only through email and must travel at their own expense and relocation expenses will not be reimbursed. Applicants will be screened to determine their experience and qualifications.

All new employees must be fully vaccinated (i.e., at least 2 weeks after last dose) for COVID-19 and, prior to the starting with the Clerk’s Office, present proof of vaccination or submit a request in writing for an exemption to this requirement on the basis of a sincerely held religious belief or medical condition. Prior to appointment, the finalist candidate will be required to satisfactorily complete a criminal background investigation. The Court requires employees to adhere to a Code of Conduct which is available upon request. Direct deposit is required for payment of compensation for employees. Employees of the District Court, Northern District of Illinois are excepted service appointments. Employees are considered at-will and are not covered by federal civil service classifications or regulations.

Diversity is important to the Judiciary. It is an essential component of services that the Judiciary is charged with providing to maintain justice, equality, fairness, respect, and dignity in society. To fulfill its duties, the Judiciary must include all members of society—not just regardless, but also inclusive of race, gender, disability, and the many other variables that make up the citizens of our nation. The Judiciary has a duty to promote a fair, just, and sustainable model of inclusive democracy and social justice that surpasses any governmental entity in the history of this nation or of any other nation.

To be eligible for employment, applicants must meet one of the following requirements:

- (1) U.S. citizen;
- (2) Person who owes allegiance to the U.S. (i.e., nationals of American Samoa, Swains Island, and the Northern Mariana Islands);
- (3) Person admitted as a refugee or granted asylum who has filed a declaration of intention to become a lawful permanent resident and then a citizen when eligible; or
- (4) Lawful permanent resident (i.e., green card holder) who is seeking citizenship. A lawful permanent resident "seeking citizenship":
 - a. May not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen);
 - b. Must apply for citizenship within six months of becoming eligible; and
 - c. Must complete the process within two years of applying (unless there is a delay caused by the processors of the application).

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.

INFORMATION ABOUT THE NORTHERN DISTRICT OF ILLINOIS

The Northern District of Illinois is home to the five largest cities in Illinois: Chicago, Aurora, Rockford, Joliet, and Naperville. Also known as “The Windy City,” Chicago is the third most populous city in the U.S. with over 2.7 million inhabitants and nearly 10 million people living in the Chicago metropolitan area. With Lake Michigan as its eastern border, Chicago covers more than 237 square miles.

Chicago is home to numerous museums and cultural institutions including Art Institute of Chicago, Field Museum, Museum of Science and Industry, Shedd Aquarium, and Adler Planetarium. A center of art and culture, Chicago has over 200 theaters, nearly 200 art galleries, and more than 7,300 restaurants.

Known for its magnificent skyline, Chicago is home to buildings designed by some of the world’s most renowned architects including Daniel Burnham, Louis Sullivan, Frank Lloyd Wright, and Mies van der Rohe, who designed the Dirksen Courthouse.

Major Chicago universities include University of Chicago, Northwestern University, Loyola University, University of Illinois Chicago, DePaul University and Illinois Institute of Technology. Professional Chicago sports teams include the Bulls (NBA), Sky (WNBA), Bears (NFL), Cubs (MLB), White Sox (MLB), Fire (MLS), Chicago Blackhawks (NHL), and Red Stars (NWSL). Chicago is a major world finance center. The Federal Reserve Bank of Chicago, the Chicago Stock Exchange, the Chicago Board Options Exchange, and the Chicago Mercantile Exchange are within blocks of the Courthouse. The Northern District of Illinois is home to three international airports including O’Hare International Airport, among the busiest airports in the world.