



UNITED STATES DISTRICT COURT DISTRICT OF CONNECTICUT

POSITION: Temporary Information Technology Technician

DUTY STATION: New Haven

The United States District Court for the District of Connecticut is seeking a temporary experienced Information Technology Technician to support to the New Haven seat of court. We are accepting proposals for 2 weeks from staffing agencies. The time frame for the position is unknown at this time. Please see the position duties below:

REPRESENTATIVE DUTIES:

- Provide prompt response to help desk service requests and provide resolution with a high degree of professionalism and accuracy.
- Provide support for desktop personal computer hardware components. Familiarity with current PC hardware components required: dual screen configurations, Bluetooth, WiFi, tower and small form factor systems, tablets and laptops.
- Provide first tier support for server and networking components with a strong understanding of core networking fundamentals. Familiarity with current server and networking hardware and logical components highly desired: Cisco/HP Switching Equipment, Wireless Access Points, VLANs, Power-Over-Ethernet, VoIP.
- Provide first tier support for printers, printing equipment, high speed scanners and other peripherals as assigned.
- Monitor critical infrastructure systems (Power, Temperature, Log Files, etc.).
- Provide support for mobile appliances (Blackberry smartphones, iPhones, etc.).
- Assist with inventory control duties including intake and excise of equipment.
- Prepare and maintain detailed technical documentation of operating procedures, equipment maintenance, and hardware/software configurations. Able to prepare simplified instruction manuals on equipment utilization to staff.
- Maintain composure in high stress situations.
- Responsible for other duties as assigned.

QUALIFICATIONS/ABILITIES:

The successful candidate must have leadership qualities which include the ability to:

- Collaborate and work effectively with all levels of court staff and other agencies.
- Communicate information clearly, accurately, and in a timely manner.
- Organize time and work effectively.
- Exercise good judgment and show initiative.

Attention to details and analytical skills are a must. Responding to competing priorities, maintaining confidentiality and handling persons tactfully are essential. Work is performed in an office setting. Lifting of boxes and moving of equipment is required; therefore must be able to lift up to 50 pounds. Must be able to sit and or stand for extended periods of time. Requires frequent mobility.

INFORMATION TECHNOLOGY QUALIFICATIONS:

- **Operating Systems:** Windows XP, Windows 7, Windows Server 2003/2008, Linux, Novell
- **Software:** Microsoft Office, Groupware/Calendaring (Exchange, Lotus Notes etc), Adobe Acrobat Professional
- **Data Center and Networking Equipment:** Familiarity with Cisco/HP Switches, Cisco Routing Equipment, Wireless Access Points, Uninterruptible Power Supplies, Network Racks and Enclosures, Category 5e,6 and Fiber cabling
- **Printing:** Canon Copiers, Xerox and HP printers
- **Certifications:** A+, Network+, MCITP, CCNA certifications highly desired

HOW TO SUBMIT YOUR PROPOSAL: Submit your proposal and please break out the hourly rate plus agency fee separately. Email only to: Human Resources Department @ Email: HR_department@ctd.uscourts.gov with a copy to our contracting officer, Candie Cole @ candie_cole@ctd.uscourts.gov. All bids must be received by COB, June 22, 2016.