

CAREER OPPORTUNITY



UNITED STATES DISTRICT COURT DISTRICT OF CONNECTICUT VACANCY ANNOUNCEMENT - USDC-CT 14-16

POSITION: Information Technology Technician

OPENING DATE: December 19, 2014

SALARY RANGE: CL23 - 25 (\$35K - \$54K)*DOE

CLOSING DATE: January 15, 2015

DUTY STATION: New Haven

The United States District Court for the District of Connecticut is seeking an experienced Information Technology Technician to support to the New Haven seat of court. The primary focus of this job is to provide front line support to the Clerk's Office/Chambers including: installing and troubleshooting software applications, desktop/portable personal computer hardware, diagnosing server and networking components, mobile appliances and network printers. Information Technology Technicians are expected to be professional and courteous subject matter experts able to discern the needs of the Clerk's Office/Chambers and translate complicated technical resolutions.

Travel to the Bridgeport and Hartford seats of court will be required on occasion to assist other Information Technology department staff and to attend department meetings.

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

EDUCATION:

High school graduation or equivalent is required. Education above high school level may be substituted for experience. Bachelor's degree in Information Systems or Computer Science is a plus.

HOW TO APPLY: Submit resume with cover letter, salary history and proof of any certifications by email only to: Human Resources Department @ Email: HR_department@ctd.uscourts.gov
The Court will communicate only with those applicants who are selected for an interview. No phone calls please.

BENEFITS:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Credit, time in-service, for prior government service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

CONDITIONS OF EMPLOYMENT:

- Applicants must be U.S. citizens or eligible to work in the United States.
- Successful candidate will undergo a full fingerprint and background records check. Any applicant selected for a position will be hired provisionally pending successful completion of the background investigation.
- Mandatory electronic direct deposit of salary payment.
- Employees are required to adhere to the Code of Conduct for Judicial Employees [available to applicants to view at the court website: www.ctd.uscourts.gov].
- Employees of the U.S. District Court are Excepted Service Appointments. Excepted service appointments are at will and can be terminated with or without cause by the court.

The United States District Court is an Equal Opportunity Employer.