



## UNITED STATES DISTRICT COURT DISTRICT OF MARYLAND VACANCY ANNOUNCEMENT

**POSITION:** Technology Educator  
**SALARY:** CL 26/27 (\$45,468 - \$81,204)  
Based upon Qualifications  
\*\*Incumbent will be compensated under  
the new Court Compensation system

**OPENING DATE:** April 9, 2012  
**CLOSING DATE:** April 27, 2012\*  
**DUTY STATION:** Baltimore, Maryland  
(with travel to Greenbelt, MD and other locations in  
District)  
**VACANCY NO.:** 7 (11-12)

The Clerk of the United States District Court for the District of Maryland is seeking qualified applicants for the full-time position of Technology Educator. The Technology Educator's primary focus is to increase the skills, productivity, and quality of the work of court staff by planning, developing, and implementing a comprehensive training program responsive to the court unit's needs, in particular software programs used by the court unit and its internal and external customers. Additionally, incumbent supports IT help desk.

### **Duties include, but are not limited, to the following:**

- Assesses and identifies training needs; develops educational goals and objectives; implements a wide range of training activities. Targets skills needing improvement or development; recommends training services and resources; evaluates such services and resources for effectiveness; maintains local training resources and records and prepare training effort reports for management team.
- Serves as subject matter expert for applications used in the court environment: including Microsoft Office Suite and Lotus Notes. Evaluates software, determines appropriate training strategies, reviews formal automation training and reference manuals and instructional materials and tools and ensures accuracy and ease of use.
- Prepares and gives classroom training, one-on-one training and presentations to all levels of court staff and external users. Training topics include: Microsoft Office Suite, proprietary software for travel, finance, jury management and case administration, video conferencing services, and courtroom technology equipment. Identifies, plans, and arranges the logistical needs of training programs.
- Reviews court's website content for accuracy and effectiveness; makes recommendations to enhance and improve public information content as necessary.
- Maintains Microsoft Office and Adobe PDF Fillable official forms and templates.
- Responsible for recording of court's auto-attendant.

### **Qualifications and Requirements:**

- Three years general experience plus two years specialized experience (progressively responsible experience in, or closely related to, the work of the position which has provided the particular knowledge, skills and abilities to successfully perform the duties of the position). Should include at least one year of experience at or equivalent to the next level below the level for which being considered.
- Excellent interpersonal skills. Ability to exercise good judgment, act with diplomacy, and maintain confidentiality.
- Ability to communicate effectively, both orally and in writing, with persons with varying experiences and backgrounds. Skill in advising non-automation personnel in automation techniques and processes.
- Excellent analytical, problem solving, critical thinking and research skills.
- Familiarity with training needs assessment. Ability to develop and deliver training using current adult learning principles and practices. Skill in designing and drafting educational aids, user guides, and written procedures manuals.
- Excellent computer skills, including knowledge of and skill in the use of a variety of automated systems and software programs, especially Microsoft Office Suite (Word, PowerPoint, Excel), WordPerfect, and Lotus Notes. Knowledge of court applications such as CM/ECF, FTR Gold, and JMS is a plus. Skill in use of training development software programs such as Captivate 5, CS4 Web Premium Suite, and Visio. Experience in PC configurations, installation, maintenance, and other support. Advanced knowledge in a variety of mobile devices.
- Excellent organizational and administrative skills; accuracy and attention to detail essential. Ability to manage multiple tasks, priorities, and deadlines.
- College degree in Computer Science, Communications or related field required.

**How to apply:** Submit resume, salary history and cover letter stating the reasons for your interest in the position via email to:  
jobs@mdd.uscourts.gov

**OR**

Human Resources Administrator, Attn: Technology Educator vacancy  
4<sup>th</sup> Floor, U.S. Courthouse, 101 W. Lombard St., Baltimore, MD 21201

**\*To be considered, applications must be received in the Human Resources department on or before 5 p.m. EST on  
April 27, 2012, although resume review and interviews may begin prior to the closing date.**

**Due to the volume of applications received, the Court will only communicate with those individuals invited for an interview.**

*The United States District Court is an Equal Opportunity Employer. Applicants must be U. S. citizens or eligible to work in the United States. All applications will be reviewed to identify the best qualified candidates. Successful candidate for this position is subject to a full fingerprint and background records check, a twelve-month probationary period, and mandatory electronic direct deposit of salary payment.*