



**UNITED STATES DISTRICT COURT
DISTRICT OF MARYLAND
VACANCY ANNOUNCEMENT**

POSITION: Information Technology Technician I

OPENING DATE: September 23, 2014

CLOSING DATE: October 10, 2014*

DUTY STATION: Greenbelt, Maryland

(with periodic travel to divisional offices as needed)

SALARY: CL 24 (\$37,762 - \$47,212) Two years of general experience** **or** college degree plus one year of specialized experience** required
CL 25 (\$41,712 - \$52,146) Two years of general experience** **or** college degree plus two years of specialized experience** required

The Clerk of the United States District Court for the District of Maryland is seeking qualified applicants for the full time position of Information Technology Technician I. The incumbent will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs and routine troubleshooting.

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

- Answers help desk telephone and records calls for service; performs routine troubleshooting to correct customer's problem and follows up until solution is found. Responds to inquiries concerning systems operations and diagnoses system hardware, software and operator problems.
- Recommends or performs minor remedial actions to correct software, hardware, equipment or system problems on desktops, laptops, tablets and smart phones. Refers major problems to appropriate IT staff for resolution.
- Instructs users in use of equipment and software. Provides information and assistance to user on applications such as word processing and data entry.
- Assists with support of court technology systems, electronic mail systems and communication devices.
- Tests, and installs hardware components such as monitors, keyboard, printers and scanners, as well as new client software applications.
- Tests and loads specified software packages such as operating systems, word processing or spreadsheet programs; verifies that the system or program is operating correctly.
- Prepares and maintains documentation, standard operating procedures and checklists for end users and other technicians.

Qualifications and Requirements:

- High school graduation or equivalent and two years of general experience. Education above high school may be substituted for the general experience on the basis of one academic year being equal to one year of general experience.
- CL 24 requires one year of specialized experience and the CL 25 requires two years of specialized experience. This is progressively responsible work that is closely related to the work of the position and which has demonstrated the particular knowledge, skills and abilities to successfully perform the duties of this position. This experience can include unpaid internships as well as paid positions.
- Proficient in Microsoft Office products. Advanced knowledge of Windows 7 and Office 2010 Suite and A+ certification is preferred.
- Critical thinking, attention to detail, analytical skills and strong communication skills are required.
- Excellent organizational skills with the ability to multi-task, prioritize tasks, follow through and meet deadlines in a fast-paced environment.

How to apply:

- Submit resume and cover letter stating the reasons for your interest in the Information Technology Technician I position as a single PDF document to: jobs@mdd.uscourts.gov

*To ensure consideration, all information must be received at the above email address on or before 5:00 p.m. on October 10, 2014. Incomplete packets will not be considered.

- 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. All applications will be reviewed to identify the best qualified candidates.
- Applicants must be a United States citizen or national or a permanent resident who is seeking citizenship in the United States. Successful candidate for this position is subject to a full fingerprint and background records check and mandatory electronic direct deposit of salary payment.
- Positions in the United States Courts are excepted appointments, are not under the Civil Service System, and are "at will" employees.
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice. Applications submitted for this position may be considered for similar positions that may occur within 90 days from date position is filled.

** General experience is progressively responsible experience that provides evidence that the applicant has: (1) a good understanding of the methods and administrative machinery for accomplishing the work of an organization; (2) the ability to analyze problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, orally and in writing; and (4) the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

** Specialized experience is progressively responsible experience in the functional areas of information technology.