

**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF WEST VIRGINIA**

EMPLOYMENT OPPORTUNITY

Position:	Information Technology Technician	Announcement #:	13-PO-05
Appointment Type:	Full-time; permanent	Location:	Charleston, WV
Starting Salary:	CL 24 (\$34,356 - \$55,864 per year) <i>Starting salary dependent upon experience and qualifications.</i>		
Opening Date:	January 18, 2013		
Closing Date:	Open until filled. Applications received by February 1, 2013 will receive first consideration.		
Open To:	All qualified applicants		

Job Summary:

The federal judiciary seeks a highly motivated Information Technology Technician to serve the U.S. District Court and U.S. Probation Office for the Southern District of West Virginia. The ideal candidate for this position will play a critical role in supporting the technologies leveraged daily by users along with participating in rollouts of new technologies throughout the district.

Representative Duties:

- Serve as the first line of support for all issues reported by users throughout the environment.
- Document tickets via ticketing system and distribute to other team members appropriately.
- Prioritize user requests and escalate critical issues to senior systems staff and management.
- Pattern user requests and suggest innovative strategies to reduce call volume.
- Assist with hardware and software deployments of new technologies.
- Assist with inventory control processes and procedures.
- Follow established processes for user account management.

Qualifications:

To qualify for the position, a person must be a high school graduate or equivalent and have a minimum of one year of progressively responsible information technology/systems experience and demonstrated success in the following areas:

- Excellent oral and written communication skills;
- Ability to communicate technical issues and solutions to non-technical court personnel;
- In-depth knowledge of Windows 7 and Windows XP;
- Knowledge of Windows 7 Imaging strategies and deployment throughout the enterprise;
- Knowledge of MS Office Suites;
- Knowledge of local area networks and basic network troubleshooting;
- Familiarity with helpdesk ticketing systems; and
- Knowledge of professional administrative technologies including Bizhub printer/scanner/fax solutions.

Court-Preferred Skills:

- Experience supporting an enterprise of 200+ users
- Enterprise Management Software such as Microsoft Systems Center Configuration Manager 2012 or similar
- Enterprise Mobile Device Management
- Audio/Video Technologies to support electronic courtrooms
- Experience with Cisco telephony support in an enterprise environment
- Familiarity with auditing PC software versions and implementing processes to maintain consistency throughout the environment
- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls
- Industry certifications

Education:

- Associate's or Bachelor's Degree in Information Systems or related field is strongly preferred.

Employee Benefits:

This position is covered by the Court Personnel System and is entitled to benefits that include participation in the Federal Employees' Retirement System, Social Security, Thrift Savings Plan (retirement savings plan with immediate employer matching), a choice of a health benefits plan from among several options, federal vision and dental insurance programs, life insurance, a flexible benefit program (pre-tax contributions for health insurance premiums, health care and dependent care expenses), accrual of 13-26 days of annual leave, accrual of 13 days of sick leave annually, a long term disability plan, a long term care program, periodic salary increases, and 10 paid holidays per year.

Information for Applicants:

The United States District Court is part of the Judicial Branch of the United States government. An applicant must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments (not civil service) and are "at will" employees. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of net pay. Employees are required to adhere to a Code of Conduct for Judiciary Employees which is available to applicants to review upon request. Selected candidate is subject to and must pass a FBI background check/investigation as a condition of employment. If selected for first time appointment to a position, you may be required to complete an initial performance probationary period. Failure to successfully complete the probationary period may result in termination of employment.

Application Process:

Submit *cover letter, detailed resume, and salary history* to the mailing or email address below. To receive first consideration, application materials must be postmarked by the close of business **February 1, 2013**. Only applicants selected for interview will be contacted. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

Korin Parsons, Human Resources Specialist
Attention: Vacancy Announcement 13-PO-05
Post Office Box 2546
Charleston, WV 25329
Email: Korin_Parsons@wvsd.uscourts.gov

The United States District Court is an equal opportunity employer and values diversity in the work place.