

**UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF FLORIDA**



**CAREER OPPORTUNITY ANNOUNCEMENT  
Information Technology Court Intern**

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<b>Position Title:</b>	<b>Information Technology Court Intern (Temporary)</b>
<b>Vacancy Number:</b>	<b>T 23-06</b>
<b>Location:</b>	<b>Tallahassee and/or Pensacola, Florida</b>
<b>Available:</b>	<b>Immediately, open until filled</b>
<b>Grade:</b>	<b>CL 22, steps 1 - 25</b>
<b>Salary Range:</b>	<b>\$30,147 - \$46,696 annually full-time or (\$14.49 – \$18.12) per hour</b>

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**POSITION OVERVIEW**

The United States District Court, Northern District of Florida is now accepting applications for non-civil service temporary positions located in the office of the Clerk of Court within the Pensacola or Tallahassee division. This is an excellent opportunity for individuals who are interested in learning about the Federal Court system, and who are self-motivated with strong attention to detail. The ideal candidate will be a college student who possesses technical skills, in addition to excellent interpersonal and analytical skills, a strong work ethic, and the ability to work both independently and as a member of a larger team. The incumbent will serve under the leadership of the Clerk of Court as a member of the district-wide administrative and operational support team and will report directly to the Director of Information Technology.

There are two temporary IT internship positions available, one in the Pensacola office and one in the Tallahassee office. These positions are authorized as part-time positions for 24 hours per week with the potential to work additional time, up to 40 hours per week if available. The intern will provide support and technical assistance to court staff on matters related to local computer systems, including networks, personal computers, and portable electronic devices. Additionally, the incumbent(s) provide local support for national systems and applications, off-the-shelf software applications, and systems developed or customized for local use.

**REPRESENTATIVE DUTIES**

- Assist in troubleshooting and supporting chambers and clerk's office staff with IT-related equipment
- Provide first-tier end-user technical support and customer service; log application, hardware, mobile device, and wireless technology issues reported and resolutions to those issues; and provide information and assistance to users on application, hardware, mobile device, and wireless technology use.

- Install, troubleshoot, repair, configure, and deploy a wide array of hardware and software over the phone, in-person, and through remote connection.
- Image and configure laptops for court users. Communicate with end-users on application and system functionality to allow them to better utilize technology in the performance of their daily tasks, including the use of word processing and spreadsheet applications and programs.
- Perform or assist in the performance of periodic inventory and disposal of hardware and software in compliance with asset management procedures.
- Maintain contact with other information technology court personnel at different locations and with different levels of responsibility for the purpose of maintaining up-to-date knowledge, skills, and abilities about developments and enhancements to locally supported programs and applications.
- Monitor and assist in the day-to-day operation of equipment and systems; Assist with maintenance and support of courtroom evidence presentation equipment; Assist with audio/visual presentation setup and breakdown for hearings and trials.
- Assist in preparing IT equipment for special building events in coordination with other agencies.
- Perform other duties as assigned.

#### **MANDATORY QUALIFICATION REQUIREMENTS**

- A high school diploma, or the equivalent.
- At least one year of technical experience supporting technology, including computer project assignments that involved systems analysis through implementation, integration, and management.
- Excellent customer service and communication skills, whether oral or in writing, and a proven ability to deal with a wide variety of individuals in a tactful, courteous, and professional manner.

#### **PREFERRED QUALIFICATIONS**

- Advanced knowledge of Windows OS, MacOS, MS Office products, Adobe Acrobat, and antivirus and malware software.
- Experience configuring and troubleshooting iOS and other mobile devices.
- Accuracy, attention to detail, and use of good judgement and sound ethics.
- Ability to learn quickly and become proficient in the use of automated systems, programs, and applications.
- Proven ability to be proactive and to resolve problems in a results-oriented manner, including the ability to analyze, isolate, and resolve issues promptly.

#### **EMPLOYMENT INFORMATION**

Judiciary employees serve under excepted appointments (not civil service). Employees of the United States District Court are "at will" employees and are required to adhere to the Code of Conduct for Judicial Employees, which is available to candidates for review on our website at [www.flnd.uscourts.gov](http://www.flnd.uscourts.gov).

#### **APPLICANT INFORMATION**

This announcement is for two (2) internship positions located with the Pensacola and Tallahassee divisions of the United States District Court for the Northern District of Florida. Applicants must be a U.S. citizen, a U.S.

National, or qualify under the Appropriations Act Citizenship exemptions. Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposits. This position is classified as a sensitive position; therefore, the successful applicant will be required to submit to a background clearance which will include a criminal history. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation.

### **HOW TO SUBMIT YOUR APPLICATION**

Qualified applicants should submit the following documents combined into one PDF via email to [Andrea.Zern@flnd.uscourts.gov](mailto:Andrea.Zern@flnd.uscourts.gov):

1. A cover letter describing how your experience relates to the position.
2. A resume detailing experience, education, and skills.
3. An application for Judicial Employment AO 78 found [here](#).
4. A reference letter from a professor or community leader.

Applications can be submitted by mailing all required documents to the following address:

Vacancy Announcement # T 23-06  
United States District Court  
Northern District of Florida  
One North Palafox Street  
Pensacola, FL 32502

### **ADDITIONAL APPLICANT INFORMATION**

Preferred submission of application is via email to [Andrea.Zern@flnd.uscourts.gov](mailto:Andrea.Zern@flnd.uscourts.gov). Applicants will be screened and only the most qualified candidates will be invited for an interview. Candidates will be subject to a background check. Mandatory electronic funds transfer of salary payments required.

The Court reserves the right to change or withdraw this vacancy announcement at any time without notification to applicants. Preference will be given to complete applications submitted prior to March 3, 2023.

**THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER**