

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT
Information Technology Support Technician

Position Title:	Information Technology Support Technician
Vacancy Number:	23-02
Location:	Tallahassee, Florida
Available:	Immediately, open until filled
Step/Grade:	CL 27
Salary Range:	\$52,967 – \$86,084*

**Starting salary commensurate with experience and qualifications.*

POSITION OVERVIEW

The Northern District of Florida seeks a mission-driven professional to serve as a full-time Information Technology Support Technician within the Tallahassee divisional office of the United States District Court clerk's office. The ideal candidate possesses technical skills in addition to excellent interpersonal and analytical skills, strong work ethic, and resilience. The incumbent will serve on the administrative and operation support team in the Tallahassee division and report directly to the Director of Information Technology located in the Pensacola divisional office. The IT support technician will provide direct hands-on support and technical assistance to the court and end users for local computer systems including networks, personal computers, portable electronic devices, and audio/visual equipment. Additionally, this position supports several off-the-shelf software applications, major national systems, and systems developed or customized for local use. Occasional travel to other divisional offices may be required.

REPRESENTATIVE DUTIES

- Provide support for end users and technical support in installing and configuring computer hardware and software in a mixed Windows/macOS environment.
- Install or assist in the installation of new or revised releases of software and national systems. Advise on the use of the software.
- Train end users in use of relevant hardware and software.
- Configure and deploy mobile devices, including mobile phones, tablets, and laptops.
- Provide assistance and support in the use of Microsoft Office 365, including collaboration tools such as SharePoint, OneDrive, OneNote, and Teams.

- Maintain contact with other information technology court personnel at different locations and levels for the purpose of maintaining developments, techniques, and user programs.
- Monitor and assist in the day-to-day operations of information technology equipment and systems. Act as the technical expert in solving computer system problems.
- Assist with maintenance and support of courtroom evidence presentation equipment.
- Assist with audio/visual presentation setup and breakdown for special court events.
- Act as caretaker of Information Technology inventory assets and assists with tracking thereof.
- Advise court management on how to meet needs for sorting, categorizing, recording, and retrieving information.
- Draft and maintain technical instructions and documentation for various areas of technical responsibility.
- Work is performed in an office setting with ability to lift and move moderately heavy items, such as computer equipment.
- Analyze and address increasingly complex changes in technologies and resources in a fast-paced professional office environment.
- Coordinate long-term and immediate projects utilizing excellent problem-solving skills.

QUALIFICATION REQUIREMENTS

- A high school diploma, or the equivalent.
- A minimum of two (2) years of relevant work experience at progressively responsible levels in office automation systems, data processing, and data communications. Experience should include user applications, terminology, and methodology.
- Proven history providing excellent technical support for PC software and hardware.
- An ability to work well within a team, prioritize tasks, and make technical decisions through methodical troubleshooting and research.
- An ability to learn quickly and become proficient in the use of automated systems to accomplish work and apply rules, regulations, directives, and laws with accuracy.
- Excellent customer service skills and the ability to serve a wide variety of customers tactfully and courteously.
- Professional demeanor and strong work ethic
- Accuracy, attention to detail, and use of good judgement and sound ethics.
- Ability to lift at least 50 pounds.

PREFERRED QUALIFICATIONS/CERTIFICATIONS

- Proficiency in using electronic calendars, Microsoft Office programs, and Adobe Acrobat.
- Microsoft Office 365 certification preferred. CompTIA A+ and Net+ certifications preferred. LAN/WAN experience preferred.
- Three to five years of relevant work experience is preferred.

EMPLOYMENT INFORMATION AND BENEFITS

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. The Judiciary offers generous benefits including paid vacation, sick leave, paid holidays, health and life insurance, long term care insurance, a flexible benefits program, retirement plan, and a portable savings plan with matching contributions.

APPLICANT INFORMATION

This position will be in the Tallahassee division 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. Retention will depend upon a favorable suitability determination of the background investigation.

Qualified applicants should submit a resume including salary history, a completed application form AO-0078 (available at www.flnd.uscourts.gov), and a list of three professional references

to: Attn: Vacancy Announcement 23-02
 U.S. District Court, Northern District of Florida
 Office of the Clerk of Court
 One North Palafox Street
 Pensacola, Florida 32502

or submit by email to: Andrea_Zern@flnd.uscourts.gov

The position is open until filled. One or more positions may be filled from this announcement. The Court reserves the right to change or withdraw this vacancy announcement at any time without notification to applicants.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER