

UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF FLORIDA



CAREER OPPORTUNITY ANNOUNCEMENT
Information Technology Support Technician

Position Title:	Information Technology Support Technician
Vacancy Number:	24-03
Location:	Gainesville, Florida
Available:	Immediately, open until filled
Step/Grade:	CL 27 (steps 1 – 61)
Salary Range:	\$58,030-94,338*

**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 Gainesville divisional office of the United States District Court Office of the Clerk. 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 Gainesville division and report directly to the Director of Information Technology located in the Pensacola divisional office.

The incumbent 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 (A/V) equipment. Additionally, this position supports several off-the-shelf software applications, major national systems, and systems developed or customized for local use.

This position requires the incumbent to work on-site at the United States Courthouse in Gainesville, Florida, but the incumbent will serve as part of the district-wide IT team supporting all divisional offices of the court (Tallahassee, Pensacola, Panama City, and Gainesville). Work will be performed in an office setting. Travel to divisional offices and other locations requiring overnight lodging may be required. Occasional emergency weekend and after-hours coverage may also 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.
- Receive, inventory, and distribute new IT hardware; install and configure new software applications; troubleshoot IT hardware and software problems; aid in the support of all desktop automated systems and their accompanying peripheral devices.
- Train end-users on the 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.
- Monitor and assist in the day-to-day operations of information technology equipment and systems. Serve as a 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 inventory assets and assist with the tracking thereof.
- Draft and maintain technical instructions and standard operating procedures for various areas of technical responsibility.
- Implement plans approved by the Director of Information Technology and coordinate long-term and immediate projects utilizing excellent problem-solving skills.
- Analyze and address increasingly complex changes in technologies and resources in a fast-paced professional office environment.
- Confer with management and other IT staff to identify or design technical solutions to operational and administrative needs, including identification of project limitations, performance requirements, required interfaces, and maintenance.
- Other duties, as assigned.

MINIMUM QUALIFICATION REQUIREMENTS

- A high school diploma, or the equivalent.
- A minimum of two (2) years of specialized experience or completion of a master's degree or two years of graduate study in an accredited university in the areas of computer science, information technology, or other fields closely related to the subject matter of the position.
 - Specialized experience is defined as experience in the implementation, configuration, maintenance, and support of cabling & infrastructure, network concepts, computer hardware and software, mobile devices, and their effective deployment in an increasingly complex environment.

- Proven history successfully working well within a team, prioritizing tasks, and making technical decisions through methodical troubleshooting and research.
- The 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, courteously, and with a professional demeanor.
- Excellent communication skills, both verbal and written, with demonstrated skill in writing procedures and clear technical documents.
- Proven history exhibiting a strong work ethic, attention to detail, accuracy, and the use of good judgment and sound ethics.
- Ability to lift at least 50 pounds.

PREFERRED QUALIFICATIONS/CERTIFICATIONS

- Three years of specialized experience.
- Automated software deployment experience using KACE K1000, PDQ Deploy, Group Policy, or other similar programs and methods.
- Proficiency in using electronic calendars, Microsoft Office programs, and Adobe Acrobat.
- Microsoft Office 365 certification, CompTIA A+, and Net+ certifications.
- LAN/WAN management experience.

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 the Court's website at www.flnd.uscourts.gov.

The federal judiciary offers generous benefits including paid vacation; sick leave; 11 paid holidays; and optional participation in Federal Employees' Health Benefits, supplemental Dental and Vision Insurance, and Federal Employees' Group Life Insurance, long term care insurance, flexible benefits program, retirement plan, and a portable savings plan with matching contributions.

APPLICANT INFORMATION

This position will be located in the Gainesville 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 highly 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 24-03
U.S. District Court for the Northern District of Florida
Office of the Clerk of Court
One North Palafox Street
Pensacola, Florida 32502

Applications and additional materials may also be submitted by email to: Careers_FLND@flnd.uscourts.gov, (Careers_FLND@flnd.uscourts.gov).

The position is open until filled.

First preference will be given to applications received by March 29, 2024.

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