UNITED STATES COURTS
SOUTHERN DISTRICT OF INDIANA

CAREER OPPORTUNITY

Information Technology Technician II

Location: Indianapolis, Indiana Position Type: Full Time Permanent

Announcement No. 1 5 - 0 1

Opening Date: January 9, 2015 **Closing Date: January 30, 2015**

Salary: CPS CL 25 $38,880 - $63,238

(Based upon experience)

POSITION SUMMARY

The Information Technology Technician II is a member of the shared services information technology team that performs end user support. The incumbent provides support services in installing and configuring computer hardware and software programs and performs troubleshooting for hardware and software systems. The position reports to the INS IT Director.

DUTIES AND RESPONSIBILITIES

The IT Technician II will provide day-to-day support and training to staff in hardware and software programs, Windows and Linux Networks, Citrix server, VMWare, PC's, mobile devices, printers, scanners, VOIP telephones and SharePoint. The incumbent will be responsible for help desk calls and e-mails, logging computer problems, and assisting with network access. Duties include, but are not limited to, the following: assist with creating user accounts; provide end-user training; install or assist in installation of upgrades or new or revised off-the-shelf/desktop releases; set up, configure, install, and document hardware and software; provide support for mobile computing devices and remote access; perform inventory control duties; provide cabling support; prepare and maintain documentation and standard operating procedures and checklists for end-users and other IT staff; create local court forms from off–the-shelf software; install programs for local needs and train personnel in their use; provide day-to-day systems backups and verify validity of data.

QUALIFICATIONS

Applicant must be a U.S. Citizen or eligible to work in the United States. The applicant must have two years general work experience demonstrating excellent customer service and communication skills. Additionally, the candidate must possess one to two years of progressively responsible experience in IT support. Candidates must also be familiar with the latest available electronic technology and hardware and software programs, have a working knowledge of telephone and wireless systems, have knowledge of computer processes and capabilities, including a general understanding of case management systems, and be able to perform software and hardware maintenance and troubleshooting. Required qualifications include knowledge of maintenance and upgrades, and knowledge of PC's, Windows XP/7 programs installation. Preferred qualifications include experience with Novell, Microsoft and Linux. Applicants must have a high school diploma or equivalent, and preferably an associate's degree in an information technology field. Knowledge or Certification in the following is a plus: Microsoft Certified Professional; Microsoft Certified System Administrator; Microsoft Certified Systems Engineer credentials, LINUX, Windows 7/8, SharePoint, Lotus Notes, VMware, Drupal and Microsoft Office Applications.

PERSONAL CHARACTERISTICS

Candidates must possess excellent communication and interpersonal skills, maturity and judgment. Attention to detail is critical. Being a team player and being flexible in a changing environment are essential characteristics. Applicant must be able to communicate effectively with all levels of end users.

BENEFITS AND HIRING POLICIES

The United States Courts offer benefits to full-time employees which include:

- 10 paid holidays per year
- 13 - 26 paid vacation days (dependent upon years of service)
- Paid sick leave
- Health and life insurance options
- Long- term care insurance
- Flexible spending accounts for medical/dependent care
- Thrift savings (retirement) plan with employer matching
- Mass transportation subsidies
- Credit Union participation

The United States Courts are part of the Federal Judiciary. As such, most employees fall under the Court Personnel System (CPS) as opposed to the General Schedule (GS) for federal employees of the Executive Branch. Although comparable to civil service in salary, leave, and insurance benefits, employees of the U.S. Courts have **EXCEPTED** service appointments. They are at-will employees appointed by the Clerk of the Court, and can be terminated with or without cause by the Court. The incumbent selected for this vacancy will receive on-the-job training and must serve a probationary period of not less than six months.

The Clerk reserves the right to modify the conditions of this job announcement by withdrawing or filling more than one position described herein. The final candidate will be subject to a background check or investigation, and periodic re-investigations, if applicable, with retention contingent upon a favorable suitability determination. The Federal Financial Reform Act of 1994 mandates that net salary payments be transferred electronically by direct deposit.

PROCEDURES FOR APPLYING

Submit a resume to the address below by the close of business on **Friday, January 30, 2015.**

E-mailed documents must be in Word or PDF format. Zip files will not be accepted. Due to the anticipated number of applications, only the best qualified applicants will be contacted for a personal interview.

HRDept@insb.uscourts.gov

THE UNITED STATES COURTS ARE AN EQUAL OPPORTUNITY EMPLOYER