



Vacancy Announcement United States District Court Western District of Missouri

Position: Information Technology Technician II
Position Number: ITT031124
Location: **Springfield, Missouri**

Salary Range: CL 26 – (\$52,831 - \$85,844)

Opening Date: March 11, 2024
Application Deadline: Open Until Filled – with priority consideration given to those who apply by March 29, 2024, at 5 PM

The Western District of Missouri has approximately 280 total employees (judges and staff) and is a fully consolidated court which includes the District and Bankruptcy Courts and Probation and Pretrial Services Office. The Western District is divided into five divisions: Western (Kansas City), Central (Jefferson City), Southern (Springfield), Southwestern (Joplin), and the St. Joseph division. The primary office is in Kansas City with two divisional offices located in Jefferson City and Springfield.

The Court is currently accepting applications from qualified candidates for a full-time Information Technology Technician II position. This position is part of the consolidated Information Technology (IT) Department and located in Springfield, Missouri. The incumbent will maintain a 40-hour work week in the office Monday through Friday.

All applicants are encouraged to visit www.mow.uscourts.gov for general information about the Court.

Position Overview

The Information Technology Technician II position primarily provides level I and II IT support for the District and Bankruptcy Courts and the Probation and Pretrial Services Office. The position is also responsible for providing support and maintenance of courtroom audio/visual technology, sound systems and video conferencing systems.

This position reports directly to the IT Customer Service Manager and performs, but is not limited to, the following duties:

- Serves as a central point of information and assistance for end users. Responds to help desk calls and e-mails, logs problems (computer, printer, scanner, etc.) in work order tracking system. Performs routine to moderately complex troubleshooting for hardware/software. Problems that are not quickly resolved are escalated to the next level.
- Configure, install, troubleshoot, and document software/hardware problems. Provide information and assistance to users on applications such as word processing software and data entry. Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Assists with end user trainings when appropriate.
- Assist with creating user accounts and providing group policy setup. Assist in the installation or rollouts of upgrades within a VMWare VDI environment. Monitor and manage day-to-day systems backups and verify the validity of data.

- Provides support for mobile computing devices and remote access. Perform inventory control duties when issuing and collecting computer equipment. Provides cabling support.
- Performs basic support for VOIP telephone systems and video conferencing systems.
- Assists with courtroom technology support including audio/video components, evidence presentation systems, recording systems and their respective protocols and subsequent integration within the courtroom environment.
- Collaborates with information technology court personnel for the purpose of keeping abreast of developments, techniques, and end user programs. Monitors day-to-day operations of the equipment and systems.

Qualifications

The candidate must possess a minimum of three years knowledge and experience providing end user IT support as outlined below. The ideal candidate will possess a two-year degree from an accredited college, university or technical school, or a combination of education and work experience in a related area or field.

- Knowledge and understanding of Virtual Desktop Interface (VDI) concepts and programs. Ability to manage and troubleshoot Virtual Desktop Interface (VDI) environment.
- Extensive experience or MCSE certification in Windows OS (10 or higher) including MS Office 365, anti-virus, and other MS software suites.
- Demonstrated skills in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware/software issues. Knowledge of custom off-the-shelf computer hardware/software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems.
- Ability to communicate technical information effectively both orally and in writing to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving issues while complying with regulations, rules, and procedures. Ability to work individually, as well as in a team environment.

Preferred Skills

- Prior court experience.
- Experience with Nomad A/V podiums, Biamp systems, video conferencing systems.
- Courtroom audio/visual administration experience.
- Basic understanding of network routing, switching and IP protocols.

Conditions of Employment

Selectee will be considered a provisional employee pending a successful completion of an FBI background check.

Selectee must be a United States citizen or meet appropriations act citizenship requirements for federal employment (For non-U.S. citizens, please see: https://help.usajobs.gov/index.php/Employment_of_Non-citizens)

Court employees must adhere to all Judicial Conference regulations, must follow the policies outlined in the *Guide to Judicial Policy and Procedure*, and are bound by the ethical standards established by the chief judge and the Code of Conduct for Judicial Employees. The United States District and Bankruptcy Courts and the United States Probation and Pretrial Services Office are all part of the federal judiciary.

Although positions in the federal judiciary are comparable to civil service in salary, leave accrual and benefits, this position is an EXCEPTED service appointment, and is an AT-WILL employee who serves at the pleasure of the court and, as a rule, can be terminated by the court with or without cause.

Benefits

The following benefits are available for this position:

- 11 Paid Holidays each calendar year
- Annual and Sick Leave
 - 13 days of paid annual leave (for up to three years of federal service)
 - 20 days of paid annual leave (from 3-14 years of federal service)
 - 26 days of paid annual leave (15 or more years of federal service)
 - 13 days of paid sick leave (unlimited accumulation)
- Insurance plans: Health, Dental, Vision, Life, Long-Term Care, and Long-Term Disability
- Flexible Spending Accounts (Healthcare and Dependent-Care reimbursement accounts)
- Retirement System
- Thrift Savings Plan participation (with up to 5% employer matching contributions)

All judiciary positions are subject to mandatory electronic direct deposit of salary payments.

Application Procedures

Qualified applicants **must** submit all the following via email to be considered:

- A cover letter;
- A detailed resume;
- Contact information for three **professional/business** references; and
- A completed application for Judicial Branch Federal Employment – form AO78;
Link to form: <http://www.uscourts.gov/forms/AO078.pdf>

Kathy Popejoy
U.S. District Court - Western Missouri
Charles Evans Whittaker Courthouse
Send **ONE** PDF document via email to: kathy_popejoy@mow.uscourts.gov

Miscellaneous Information

Only qualified applicants who submit all required documents listed above will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The court is not authorized to reimburse expenses for relocation.

The U.S. District Court for the Western District of Missouri reserves the right to modify the conditions of this vacancy announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may select a candidate from the original qualified applicant pool.

The Western District of Missouri is an equal opportunity employer and values diversity in the workplace.