

UNITED STATES COURT OF APPEALS FOR THE SECOND CIRCUIT



VACANCY ANNOUNCEMENT

October 19, 2016

Reference No.: FY 17-01

Position Title: Information Technology Technician
Location: Office of Court Operations, New York, NY
Salary Range: CL 24 (\$40,007 - \$65,116)
CL 25 (\$44,257 - \$71,932)
Salary commensurate with experience and qualifications
Closing Date: Open Until Filled
Priority consideration given to applications received by November 18, 2016

The United States Court of Appeals for the Second Circuit invites applications for the position of Information Technology Technician.

ABOUT THE INFORMATION TECHNOLOGY DEPARTMENT: The Information Technology Department is located within the Office of Court Operations and is headed by a Director, who reports to the Chief Operating Officer. The Department currently has 11 employees who serve the Court's approximately 300 employees. For more information about the Second Circuit, please visit <http://www.ca2.uscourts.gov>.

POSITION OVERVIEW: The Information Technology Technician provides technical support to Court of Appeals judges and employees. Representative duties include:

- Provide day-to-day technical support, assistance, and training.
- Respond to help desk calls, emails, and web requests, and resolve in a timely manner or escalate to the next level of support.
- Identify trends in support requests, and respond to increasing trends or unusual activity.
- Provide information and assistance on word processing and internet applications.
- Install, configure, update, and repair computer hardware and peripherals.
- Customize software applications for local needs and train personnel in their use.
- Install new or updated releases of software applications.
- Prepare and maintain documentation for local software applications, procedures, and systems.
- Provide support for mobile computing devices and remote access.
- Provide basic support for the VoIP telephone system.

- Assist with testing, establishing, and monitoring video and telephone conferences.
- Assist with network maintenance and backups.
- Perform basic inventory control duties.

REQUIRED QUALIFICATIONS

- High school diploma or equivalent and at least one year of specialized experience.
- Strong customer service skills.
- Excellent written and verbal communication skills.
- Ability to function as a team player in a fast-paced, team-oriented office environment with frequent interruptions.
- Thorough understanding of computer processes and capabilities, including personal computer operating systems and applications.
- Familiarity with computer operations in a networked environment.
- Working knowledge of word processing software and email applications.
- Basic understanding of audiovisual systems with an emphasis on videoconferencing.
- Proficiency with iOS and Android devices.
- Ability to work independently with minimal onsite supervision, to adapt to changing needs, and to meet deadlines and commitments.
- Ability to identify emerging trends in technology and to share that information with the team.
- Ability to interact in a positive and professional manner with users at all levels of the Court.
- Bachelor's degree and training experience preferred.
- Position includes occasional travel and after-hours support.

BENEFITS: 13 days of vacation for the first three years, which increases with tenure. 13 days of sick leave and 10 holidays. Choice of employer-subsidized federal health and life insurance plans, with optional dental, vision, and long-term care coverage. Flexible spending account program. Federal Employees Retirement System and employer-matching Thrift Savings Plan (similar to a 401K). On-site fitness center and cafeteria. Public transportation subsidy (budget dependent).

CONDITIONS OF EMPLOYMENT: Must be a U.S. citizen or lawful permanent resident seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are hired provisionally, pending the results of a fingerprint and background check. Employees are required to use electronic funds transfer for payroll deposit.

TO APPLY: Please submit a cover letter and resume **as a single PDF attachment** by email to resumes@ca2.uscourts.gov, subject line "IT Technician, Reference No. FY 17-01." Only candidates selected for an interview will be notified and must travel at their own expense. While the position is open until filled, there is no guarantee that applications received after November 18 will be reviewed. Interested applicants are strongly encouraged to apply immediately.

THE UNITED STATES COURT OF APPEALS FOR THE SECOND CIRCUIT IS AN EQUAL OPPORTUNITY EMPLOYER.