



United States District Court Eastern District of New York

www.nyed.uscourts.gov

Vacancy Announcement Announcement #23-06-ITTECHBK

Position: Information Technology Technician

Location: Brooklyn, NY Office – 225 Cadman Plaza East

Position Type: Full-Time Permanent

Salary Range: Starting Salary: CL 23/1* (\$43,661) to 25/61* (\$86,805)

*The classification level and starting salary for this position will be based upon experience. Promotion potential to the next grade level after one year based on satisfactory performance and available funds if not hired at top grade level without further competition.

Opening Date: Thursday, February 9, 2023

Closing Date: Friday, February 24, 2023

Introduction:

The Clerk's Office of the U.S. District Court is looking for candidates to join our team as Automation Support Technician. Automation Support Technicians are part of the information technology team that performs end user support activities along with installing and configuring hardware and software.

Representative Duties:

Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training. Install or assist in the installation of upgrades or new or revised off-the shelf/desktop releases. Troubleshoot hardware and software problems. Assist in responding to day-to-day support needs of audio/visual systems. Set up, configure, install, and document hardware and software. Provide support for remote access. Perform inventory control duties. Provide backup to other IT staff. Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Analyze help desk log. Create user accounts. Performs other duties as assigned.

Qualifications:

To qualify for this position the candidate must be a high school graduate and have a minimum of two (2) years of general experience to qualify for grade CL 23 starting salary; one (1) year of specialized experience for CL-24 and two years specialized experience for CL-25 in addition to the general experience requirement. Specialized experience is progressively responsible technical experience or other work that indicates the possession of, or the ability to acquire, the knowledge and skills needed to perform the duties of the position.

The successful applicant must demonstrate customer service and troubleshooting skills, the ability to work in a team environment, and interact directly with all levels of court personnel and other agencies. The candidate must possess the ability to communicate effectively, clearly and patiently to explain technical issues to non-technical users, write effective instructions for users, and document issues and solutions. Respecting others and acting with integrity are all essential skills. Ability to follow IT security standards and defined policies and procedures.

Successful applicant must have knowledge and responsible workplace experience with Windows desktop, MS Office products and Adobe Acrobat, with knowledge of networking fundamentals such as TCP/IP addressing, VLANs, and switches.

Preferred Qualifications:

The candidate should be a professional who is a self-starter, dependable, friendly, motivated, organized, detailed-oriented and possess good judgement with accountability for their work product. Possess high ethical standards. Must demonstrate ability to work on multiple tasks, be flexible and tactful when working under pressure individually and in a team environment. Ability to follow Information Technology security standards and the ability to assist with PC and mobile systems on-the-fly is necessary. The ability to work independently and harmoniously with a team is essential. Former work with government entities, particularly the federal judiciary, is a plus. Knowledge and responsible workplace experience supporting Apple operating systems and MS Office products in an Active Directory environment is a plus.

Benefits: Benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program, Federal Employees' Health Benefits, Federal Employees' Group Life Insurance, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays, annual/sick leave accrual, fitness membership (fee applies) and other benefits. An overview of Federal Judiciary benefits is accessible at:

<https://www.uscourts.gov/careers/benefits>

How to apply: Interested applicants should submit the following (include vacancy announcement number) **in one PDF document** to the court's employment application box:

<https://edny.app.box.com/f/558c897024884e6198e61d9afdd75c99>

1. Letter of interest (cover letter);
2. Resume;
3. Completed [Application for Judicial Branch Federal Employment, form AO78](#). Located on the (Do not complete questions 18-20, see Background Information below)

Address your cover letter to:

**Attn: Jeffery Howell, Human Resources Manager
United States District Court, EDNY
225 Cadman Plaza East
Brooklyn, New York 11201**

Incomplete applications will not be considered.

Background Information: You do not have to complete questions 18-20 on the Application for Judicial Branch Federal Employment (AO78). Initial appointment of the successful applicant is provisional pending the required fingerprint and background investigation once an offer of employment is made. All information provided by applicants is subject to verification. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal or an offer of employment, or dismissal after being employed.

COVID-19 Policy: The U.S. District Court for the Eastern District of New York currently has a COVID-19 vaccination policy in effect. All employees must be fully vaccinated (two doses or Pfizer or Moderna or one dose of Johnson & Johnson) or request and receive exemption from the policy for medical or religious reasons from the court.

Miscellaneous Information: This position is subject to mandatory electronic direct deposit of salary payments. Applicants must be a United States Citizen or qualifying non-citizen. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). In most cases, this means that an offer of employment cannot be made unless the candidate is a lawful permanent resident who is seeking U.S. citizenship as explained below. Under 8 U.S.C. §1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until the applicant has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. District Court for the Eastern District of New York reserves the right to modify the conditions of this job announcement, withdraw the announcement, or to fill the position prior to the closing date, any of which may occur without prior written or other notice.

The U.S. District Court is an Equal Opportunity Employer.