



United States District Court Eastern District of New York

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Vacancy Announcement Announcement #24-23-ITSUPSPEC

Position: Information Technology Support Specialist

Location: Central Islip, NY Office – 100 Federal Plaza

Position Type: Full-Time Permanent

Salary Range: Starting Salary: CL 24/1* (\$51,003) to 26/1* (\$62,065)

*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: Tuesday, October 29, 2024

Closing Date: Tuesday, November 19, 2024

Introduction:

The Clerk's Office of the U.S. District Court is looking for candidates to join our team as Information Technology Support Specialist. The Information Technology Support Specialist are part of the information technology team that performs end user support activities along with installing and configuring hardware and software. The duties also include moderately complex troubleshooting for hardware and software systems.

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.

- Create and run reports. Install or assist in the 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. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.
- Troubleshoot hardware and software problems. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems at the location performing duties.

Qualifications:

To qualify for this position the candidate must be a high school graduate and have a minimum two years of general experience, plus one (1) year of specialized experience for CL-24 and two years of specialized experience for CL-26. General experience is progressively responsible clerical, office, or other work. Specialized experience is progressively responsible technical experience that indicates the possession of 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/10b3a2f03745466eb637e0c3a8c8574b>

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

Address your cover letter to:

**Attn: Jeffery Howell, Director of Human Resources
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.

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.