



United States Probation and Pretrial Services District of Alaska

Information Technology Technician II

Announcement Number: USPO 21-02
Announcement date: March 8, 2021
Closing Date: April 1, 2021
Salary Range: CL 26 (\$52,641- \$85,551) Plus 2.86% COLA
Location: Anchorage, Alaska

POSITION OVERVIEW

The United States Probation and Pretrial Services for the District of Alaska is accepting applications for an Information Technology Technician II. United States Probation and Pretrial Services is the community corrections arm of the federal judiciary. The U.S. District Court serves as the federal trial court for the State of Alaska. There are three staffed divisional offices located in Anchorage, Fairbanks, and Juneau. This position is part of the consolidated Information Technology Department and provides services for United States Probation and Pretrial Services and United States District Court.

The incumbent performs work related to setting up, maintaining, and supporting computer systems and mobile devices. The selected candidate will work with audio/video systems and services, including courtroom sound, video/electronic evidence presentation equipment, and video conferencing equipment and complex information systems including servers, networks and database applications.

REPRESENTATIVE DUTIES

- Serves as a tier one technician for service desk operations including answering phone calls, servicing electronic requests, maintaining clear and consistent communications, and developing documentation of events and related actions.
- Provides technical support and assists in the maintenance of computer systems, mobile devices, courtroom technology, and audio/visual systems, including software and hardware additions, moves, and changes.
- Provides technical support for administrative and operations specific national applications. Maintains version applicability and local functionality of user applications, such as: MS Windows, MS Office, Sharepoint, Adobe, and Microsoft Exchange.
- Serves as a tier two technician for service desk operations including assessment of complex problems, researching solutions, supporting network/database/systems administrators, and managing new initiatives for the court.
- Monitors the current status of all core district assets and communicates with appropriate technicians when systems need attention.

- Manage department inventory of hardware and software and ensures only licensed copies of software are in use.
- Troubleshoots devices at the hardware level, such as serial or hardware device level interfaces.
- Develops and maintains local court technical and user documentation for all assigned systems.
- Develops, documents, follows, and maintains standard operating procedures.
- Coordinates video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Receives, installs, and tests new hardware and updated software releases of network operating systems prior to implementation in production environments.
- Serve as Level 1 Government Purchase Cardholder for acquiring products and services.

QUALIFICATIONS

The successful candidate must be a high school graduate and have at least two years of specialized experience or relevant accredited college or university IT course work. Applicants may substitute relevant IT related course work or specialized training completed in accredited or non-credit programs provided that the total classroom hours can be documented and are supplied in the application packet or attachments. A bachelor's degree in an IT related field is preferred. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position to include the following:

- Person-to-person IT customer service and support
- Direct interface with maintaining an automated service desk system
- Experience managing server and network technologies
- Hardware maintenance, troubleshooting and configuration in an enterprise setting
- Software installation, maintenance, and support
- Must have a professional demeanor, be self-motivated, hold themselves accountable to high professional standards, and possess excellent time management and organizational skills, as well as strong verbal and written communications skills

PREFERRED QUALIFICATIONS

- Experience configuring, managing, and troubleshooting A/V equipment and video conferencing systems
- Knowledge of IP telephony systems, local area and wireless networks, experience with inventory management and control
- A+ Computer and A+ Security certifications

BENEFITS - The United States District Court and United States Probation and Pretrial Services falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under the "Excepted Appointment" and are considered "At-Will" employees. As such, employment may be terminated by either the employer or the employee with or without cause. 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, Thrifts Savings Plan (similar to a 401(k) plan with employer matching contributions), paid holidays and annual/sick leave accrual. An overview of Federal Judiciary benefits is accessible at: <http://www.uscourts.gov/careers/benefits>.

HOW TO APPLY -

Qualified candidates must submit the following documents:

- 1) Cover letter
- 2) Resume
- 3) Three professional references with contact information
- 4) [Application for Judicial Branch Federal Employment, form AO 78](#).

The cover letter should be addressed to Ms. Rhonda Langford Taylor, Chief U.S. Probation Officer, and detail your experience and skills.

Attachments should be submitted as a single PDF document to HR@akd.uscourts.gov referencing USPO 21-02 IT Technician II in the subject line

Virtual interviews will be scheduled via Zoom. This position is subject to mandatory electronic direct deposit of salary payments. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, without prior written or other notice. All information provided by applicants is subject to verification and background investigation. 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.

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