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U.S. PROBATION AND PRETRIAL SERVICES DISTRICT OF ALASKA

Information Technology Technician II

ANNOUNCEMENT NUMBER: USPO 21-09

LOCATION: Anchorage, Alaska

ANNOUNCEMENT DATE: October 18, 2021

CLOSING DATE: Open Until Filled

SALARY RANGE: CL 26 (\$52,641 - \$85,551) Plus 2.86% COLA

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.

The United States Probation and Pretrial Services Office for the District of Alaska is committed to the goals, mission and values of [The United States Probation and Pretrial Services Charter for Excellence](#).

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.

EMPLOYEE BENEFITS:

- Paid Annual Leave
- Paid Sick Leave
- Eleven Paid Holidays
- Pre-tax benefit programs
- Health Insurance
- Vision/Dental Insurance
- Group Life insurance
- Long-Term Care Insurance
- Defined contribution retirement benefits (FERS)
- Thrift Savings Plan (TSP) - 401(k) styled investment program with up to 5% match
- Employee Assistance Program
- Wellness Programs
- <https://www.uscourts.gov/careers/benefits>

- 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.
- Coordinate 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.

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 communication skills

PREFERRED QUALIFICATIONS

- Bachelor's degree
- 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

CONDITIONS OF EMPLOYMENT:

- Employees of the federal judiciary must adhere to all Judicial Conference regulations, follow the policies in the Guide to Judicial Policy, and are bound by the Code of Conduct for Judicial Employees.
- 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.
- Position is subject to mandatory electronic deposit of salary payments.
- The court reserves right to modify the conditions of this job announcement, or may 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 of an offer of employment, or dismissal after being employed.

The United States Probation and Pretrial Services Office for the District of Alaska is an Equal Opportunity Employer.

APPLICATION PROCESS - Qualified candidates must submit the following:

- Letter
- Resume
- Most recent performance evaluation
- Three professional references
- [Form AO 78 - Application for Judicial Branch of Federal Employment](#)

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

Incomplete packets will not be considered. **The application packet must be emailed as one document in PDF format and emailed to: HR@akd.uscourts.gov and reference your name and the vacancy announcement USPO 21-09 in the email subject line.**