



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF MISSISSIPPI

OXFORD DIVISION
911 Jackson Avenue, Suite 369
Oxford, MS 38655

DAVID CREWS
Clerk of Court

ABERDEEN DIVISION
301 West Commerce Street, #13
Aberdeen, MS 39730

GREENVILLE DIVISION
305 Main Street, Suite 329
Greenville, MS 38701

NOTICE OF VACANCY

Announcement Number: 15-105

Location: Oxford, Mississippi

Position Title: Information Technology Technician

Classification Level: CL-24 - CL-26

Salary Range: \$43,823 - \$69,289 annually, depending on experience

Type of Appointment: Permanent, Full-time

Opening Date: June 8, 2015

Closing Date: June 22, 2015

Position Overview:

This position is based at the U.S. Courthouse in Oxford, Mississippi. Occasional travel to Aberdeen, Greenville, Tupelo, and other sites may be required. The incumbent reports to the Chief Deputy of Administrative Services. The Information Technology Technician will perform or be responsible for the following 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. Perform basic system support for telephone systems.
- Provide cabling support.

- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. 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.
- Recommend hardware, equipment, and software updates.
- Other duties as assigned.

Required Qualifications:

Education

- High school diploma or equivalent required. "Equivalent" includes a GED or other recognized certificate, or a like number of years of clerical experience (e.g., one year of clerical experience equals one year of high school).

Experience

- **General:** Two years general experience, which is progressively responsible technical automation, or other work that exhibits the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.
- **Specialized:** At least two years of specialized experience in technical support of automation equipment, including at least one year equivalent to work at Court Personnel System Classification Level 23. The specialized experience must be progressively responsible computer-related work requiring regular and recurring application of troubleshooting procedures, demonstrated superior organizational skills, and demonstrated superior attentiveness to details.
- **Education Substitutions:** Education above the high school level in a college, university, or technical school may be substituted for required general experience on the basis of one academic year (i.e. 30 semester or 45 quarter hours) equals nine months of experience. Education may not be substituted for specialized experience because the position of automation support specialist requires hands-on experience to be credited as specialized experience. A bachelor's degree from a college or university may be substituted for two years of general experience. Preferably, the degree should have included courses in computer science, management information systems, or related fields. Less than one full year of study will be credited on a pro-rata basis.

Court Preferred Qualifications:

A Bachelor's degree from an accredited 4 year college or university in Computer Science, Information Systems or related discipline or relevant technical certifications. Experience with Microsoft Windows Active Directory, SharePoint, virtualization technologies, multi-vendor SQL databases and Linux. Experience with standards-based LAN and WAN architecture and common network protocols such as Ethernet, VOIP, VPN and TCP/IP. Experience supporting and troubleshooting audio visual equipment including microphones, speakers and displays. Superior ability to organize, prioritize, and advise management of technical needs. Superior ability to communicate technical, computer-oriented, information

to non-technical, less computer-oriented, court-support staff members. Superior ability to cooperate and get along with others. Superior ability to act as liaison between court, U.S. Probation Service, and other federal agencies, including U.S. Marshals Service, and others.

Benefits:

Federal benefits include paid vacation and sick leave; health, life, dental, vision, and long term care insurance plans; paid holidays and flexible benefits program for health care and child care reimbursement.

To Apply:

Applicants must submit (1) a cover letter; (2) a resume that details experience, and (3) an Application for Judicial Branch Federal Employment (Form AO-78) which may be downloaded from our website www.msnd.uscourts.gov. Please mail your complete packet to:

Personnel Specialist
Attn: Position 15-105
911 Jackson Avenue East, Suite 369
Oxford, MS 38655

or email to:

HR@msnd.uscourts.gov

(Attachments must be saved as **one** PDF file)

Conditions of Employment:

- Applicants must be U. S. citizens or eligible to work in the United States.
- The court requires employees to adhere to the Code of Conduct for Judicial Employees which is available to applicants to review upon request.
- Employees of the United States District Court are **Excepted Service Appointments**. Excepted service appointments are **at will** and can be terminated with or without cause by the court.
- Applicants must successfully complete an FBI Fingerprint and Background Investigation.
- This position is subject to mandatory electronic fund transfer (direct deposit) of federal wages for court employees.

General Information:

- Only those applicants selected for an interview will be contacted and must travel at their own expense.
- The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

The United States District Court for the Northern District of Mississippi is an Equal Opportunity Employer