



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:	20-107
Location:	Oxford, Mississippi
Position Title:	Information Technology Technician
Classification Level:	Court Personnel System, CL 25-26
Salary Range:	\$52,905 - \$75,750
Type of Appointment:	Full-Time Permanent Position
Opening Date:	June 25, 2020
Closing Date:	July 31, 2020, or until filled

Position Overview:

This position will be based in Oxford, Mississippi. Occasional travel to Aberdeen, Greenville, Tupelo, and other sites may be required. Standard federal per diem and travel allowance will be provided while performing duties away from home station. The incumbent reports to the Information Technology Director. The Information Technology Technician will perform or be responsible for the following duties:

Duties and Responsibilities:

- 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.

Minimum Qualifications:

- To qualify for the position, candidates must have a high school diploma or equivalency.
- To be appointed at the CL-25 level, experience must include at least one year of specialized experience with one year equivalent to work at the CL-24 level.
- To be appointed at the CL-26 level, experience must include two years of specialized experience equivalent to work at the CL-25 level.

General Experience – 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 Experience – Progressively responsible computer-related work requiring regular and recurring application of troubleshooting procedures, demonstrated superior organizational skills, and demonstrated superior attentiveness to details.

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:

Employees of the U.S. District Courts are not included in the government's Civil Service classification. They serve under "excepted appointments" and are considered "at will" employees. They are entitled to the same benefits as other federal government employees which include:

- Thirteen days of paid vacation per year for the first three years of employment which increases incrementally after the first three years.
- Thirteen days of paid sick leave per year which can accumulate and be converted to time-in-service for retirement benefits.
- Participation in a retirement program including a 401k with matching contributions.
- Participation in the federal health insurance program of your choice.
- Participation in a group life insurance program (optional).
- Participation in a group dental and vision (optional).
- Participation in a flexible spending account for medical and/or dependent care expenses on a pre-tax basis (optional).
- A minimum of ten (10) paid holidays per year.
- On-site parking.

This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings.

Application Procedures:

Qualified applicants should submit a letter of interest outlining qualifications and relevant work experience, a current/detailed resume, and a completed Application for Judicial Branch Federal Employment (Form AO-78) which may be downloaded from our website www.msnd.uscourts.gov. The packet should be received by close of

business July 31, 2020. Please email your complete packet 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 for review on the court's website at www.msnd.uscourts.gov.
- Prior to appointment, the selectee considered for this position is required to undergo an FBI Background Check and Investigation. The selectee may then be appointed provisionally, and retention will depend upon a favorable suitability determination.

General Information:

- Work is performed in an office setting and professional/business casual attire is required.
- Due to the volume of applications received, the court will contact only those individuals selected for interview. Expenses associated with interviews or relocation will not be reimbursed.
- 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