

**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF GEORGIA**



Career Opportunity

Announcement Number: 24-03

Opening Date: October 30, 2023

Closing Date: Open until filled.

Priority will be given to applications received by November 20, 2023.

Information Technology Specialist

DUTY STATION: ATLANTA, GA

CL 26 - 27 (\$53,132 - \$94,896)

Overview: The United States District Court for the Northern District of Georgia seeks a high achiever interested in a long-term career with the federal judiciary to serve as an **Information Technology Specialist** in the exciting and growing city of Atlanta, Georgia. The Information Technology Specialist provides technical support in a wide range of areas, including configuring hardware and software programs, assisting with courtroom technology tasks and projects, and providing support for complex technology issues. The incumbent also performs backup network administrative duties. The ability to interact with a variety of technical and non-technical system users, including federal judges, in a professional and supportive manner is essential. The Information Technology Specialist reports to the Systems Manager and works in conjunction with the other members of the Systems and Help Desk staff.

Representative Duties:

- Configures, installs, and supports PC-based hardware and software; installs and supports computer peripherals such as monitors, printers, scanners, web-cameras, and multi-function devices.
- Responds to incoming telephone, voicemail, e-mail, and in-person requests for assistance and resolves problems with hardware, software, networking, and other computer related technologies.
- Assists with inventory control of computer equipment.
- Actively engages in evaluation, testing, and implementation of new operating systems, off-the-shelf software, and end-user hardware.
- Proactively monitors day-to-day operations of technology equipment.
- Provides technical support for courtroom and conference room audio/visual equipment.
- Travels to other locations within the district when required, including the Newnan, Gainesville, and Rome divisions of the Court, to provide IT support.
- Performs other duties as assigned.

Mandatory Qualifications: The successful candidate must have a minimum of two (2) years hands-on experience with installation, repair, upgrade, and troubleshooting of PCs and administration and support of Microsoft Windows 10 and 11 and the Microsoft Office suite. Candidates must be able to work collaboratively and professionally in a team environment.

OR have a bachelor's degree in information systems, computer science, or a related academic field from an accredited college or university and one of the following superior academic achievement requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- Average GPA of 3.5 out of a possible 4.0 or better in the major field of study;
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the national honorary scholastic societies meeting the minimum requirements of the Association of College Honor Societies, other than freshman honor societies; or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in information systems, computer science, or a related academic field.

Preferred Qualifications: Preference will be given to those candidates who possess experience in delivering quality end-user automation support to a large user population in a fast-paced, technically diverse environment and who possess a strong working knowledge of PC hardware, software, and Windows desktop OS in a networked environment. Experience in supporting and developing automated processes is highly desired.

Familiarity with a variety of business-grade technologies and / or concepts is preferred such as: Adobe Acrobat, Computer Imaging, Windows Server, Microsoft Active Directory, Microsoft Office 365, PDQ Deploy, PDQ Inventory, Risk Assessment and Mitigation, VMware vSphere, VMware Horizon View, and Veeam Backup and Replication.

Preference also will be given to candidates whose work experience provides evidence of strong customer service skills, the ability to prioritize multiple tasks, and an innate desire to continually learn new technologies and train across all IT disciplines.

Notice to Applicants: Employees of the United States District Court are appointed in the excepted service, are considered "at-will" employees, and serve at the pleasure of the Court. All employees of the Clerk's Office are required to adhere to a Code of Conduct, copies of which are available upon request. All employees serve a one-year probationary period. As a condition of employment, the selected candidate must successfully complete a background check with law enforcement agencies and a check of financial and credit records. All offers of employment are provisional until a full suitability determination has been made. The Federal Financial Reform Act requires direct deposit of federal wages for court employees. Applicants must be a United States citizen or eligible to work in the United States.

The United States District Court is a part of the judicial branch of the United States government. Although comparable to the executive branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service positions.

The selectee for this position is subject to a criminal record check and satisfactory adjudication by the employing office to be eligible for employment. Due to the sensitivity level of this position, candidates may be asked about their criminal history prior to receiving a tentative offer of employment. Candidates completing the AO-78 must complete questions 18-20 regarding their criminal history. Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination. Providing false and/or misleading information may be grounds for removal from

the application and selection process, as well as disciplinary action if discovered after an individual's date of hire.

Benefits:

- Accrual of paid vacation and sick leave days, based on length of service, and 11 paid holidays during the year.
- Participation in pre-tax benefit programs (Health, Dental, and Vision Insurance programs; Flexible Spending Accounts; Commuter Reimbursement Benefit).
- Available group life insurance and long-term care insurance.
- Public Transportation Subsidy.
- Participation in the telework program.
- Participation in the Federal Employees Retirement System (FERS).
- Thrift Savings Plan (with employer matching a percentage of employee's contribution).

Applicant Information: To apply for this position, qualified applicants should submit: 1) an application for Judicial Branch Federal Employment, Form AO 78, (available through this link: <http://www.uscourts.gov/file/635/download>); 2) a cover letter addressing qualifications and relevant experience; and 3) a chronological résumé including education, employment, and salary history. The completed package as a single pdf file should be submitted electronically to HR_GAND@gand.uscourts.gov or via mail to **United States District Court, Attn: Human Resources Manager, Vacancy #24-03, 75 Ted Turner Drive, SW, Room 2013, Atlanta, GA 30303-3338**. All applicants will be screened, and only the best qualified candidates will be invited for the skills assessment test. Interview and relocation expenses are not reimbursable.

About Atlanta

Atlanta is rich in arts and culture, a leader in film and TV production, and home to several professional sports teams including the Atlanta Braves, Atlanta United, Atlanta Falcons, Atlanta Hawks, and Atlanta Dream. We enjoy mild winters and a climate that allows for almost year-round enjoyment of numerous parks, hiking trails, and other outdoor recreational areas.

The United States District Court is an Equal Opportunity Employer.