

**UNITED STATES PROBATION AND  
PRETRIAL SERVICES OFFICE  
DISTRICT OF MASSACHUSETTS**

**NOTICE OF VACANCY**



**Position Title:** IT Technician

**Position Type:** Full-Time, Temporary (FTT), Excepted Service

**Announcement #:** #16-04

**Location:** Boston, Massachusetts

**Classification Level:** CL 24 - 25 (Salary Range \$38,883 - \$69,700) \*

\* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. If hired at CL 24, promotion potential to CL 25 based on needs of the court unit and skill level of the incumbent.

**Opens:** June 14, 2016

**Closes:** July 1, 2016

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The U.S. Probation office is seeking applications for an Information Technology Technician for a period of approximately one year. This position is assigned to the Information Technology Department. The U.S. Probation Office is headquartered in Boston, MA with divisional offices located in Worcester, Springfield, Lawrence and Taunton.

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**Job Summary**

The Information Technology Technician is a member of the information technology team and performs various end user support activities. The incumbent provides day-to-day support and training for end users, installs and configures computer hardware and software programs and performs routine to moderately complex troubleshooting.

**Representative Duties:** Under the supervision of the Systems Manager, the incumbent performs the following duties for the U.S. Probation Office throughout the District

Duties include, but are not limited to, the following:

- Respond to help desk calls and emails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Install, test, configure and provide first level technical support for word processing, database applications and other software systems. Assist with creating user accounts and providing end user training.
- Install, configure and maintain software. Set up, configure, install, and document installations of personal computers, laptop computers, tablets, cell phones and other devices.
- Provide support for mobile computing devices and remote access.
- Repair and maintain desktop PCs, scanners, printers and hardware systems.
- Install, configure and support cell phones, VOIP and voice mail systems and the inter-operation between these devices and networked resources.
- Maintain computer security resources on all workstations, including anti-virus, anti-malware and firewall systems.
- Provide end user support by explaining technical concepts in an understandable manner. Displays patience with inexperienced users.
- Work independently and with the assistance of other IT staff to solve problems in complex systems. Help diagnose and remedy computing system failures, both hardware and software.
- Perform inventory of automation equipment.
- Routine travel between offices within the District of Massachusetts is required.
- Other duties as assigned.

### **QUALIFICATIONS**

- One to three years progressively responsible experience providing end user support and assisting with computer problem resolution.
- Demonstrated skill in performing routine hardware maintenance.
- Ability to implement, operate and document information technology systems considering both hardware/software issues.
- Ability to perform both hardware and software maintenance and trouble-shooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Proficiency at writing effective instructions for users and fellow staff.
- Exceptional customer support skills.
- Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

### **PREFERRED QUALIFICATIONS**

- Bachelor's degree, or two year degree in Computer Science or related field, from an accredited college, university or technical school.

### **COURT PREFERRED SKILLS**

The Information Technology Technician must have good technical, troubleshooting, and communication skills and be able to advise non-automation personnel in automation techniques and processes. Ability to work in an office environment with frequent interruptions. Ability to maintain a professional and approachable disposition. Training experience a plus.

### **SPECIAL WORKING CONDITIONS**

Considerable physical effort may be involved in moving, connecting, or trouble-shooting equipment. Travel to divisional offices is required. Some travel requires the incumbent to drive either his/her own personal vehicle or a government vehicle; therefore, the incumbent must possess a valid driver's license and be able to drive a vehicle for extended distances throughout the District. Periodic work during non-business hours is required.

### **BACKGROUND INVESTIGATION**

As a condition of employment, the selected candidate must successfully complete a Federal Bureau of Investigation (FBI) background investigation, defined as a technical fingerprint search of the criminal history records of the FBI national fingerprint database.

### **BENEFITS:**

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays per calendar year
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Flexible Benefits Program
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI)
- Long Term Care Insurance through the Office of Personnel Management (OPM)
- Transit Subsidy

**HOW TO APPLY:** Submit as a single pdf (1) a letter of interest, (2) a completed and signed AO-78, Application for Federal Judicial Branch Employment (version dated 10/09), and (3) a current resume to:

**United States Probation & Pretrial Services Office**

**U.S. District Court, Massachusetts  
Attn: Human Resources  
Information Technology Technician - #16-04  
John Joseph Moakley U.S. Courthouse  
1 Courthouse Way, Suite 2300  
Boston, MA 02210**

Applicant packets also accepted by e-mail: [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov).

Note: If you apply by e-mail, please make certain the code **HR Mail, Vacancy #16-04, IT Technician** appears in the subject line of your e-mail correspondence to [usdcmajobs@mad.uscourts.gov](mailto:usdcmajobs@mad.uscourts.gov).

**The AO-78 Application for Federal Judicial Branch Employment (dated as effective 10/09) can be found on the employment page of the U.S. District Court's website at [www.map.uscourts.gov](http://www.map.uscourts.gov).** Applicants who fail to submit all the requested documents may lose consideration for employment.

**INFORMATION FOR 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 Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. An applicant must be a United States Citizen or permanently eligible to work in the United States and meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental 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 employment.

The U. S. Probation & Pretrial Services Office reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein. The position is expected to fill a temporary need for a period of approximately one year, however, the duration may be extended, reduced or converted to a regular, full time status based on the staffing needs of the office, as well as budgetary considerations.

The Federal Financial Management Reform Act requires direct deposit of federal wages. Completion of a six-month probationary period is required.

**Due to the expected high volume of applicants for this position, the U.S. District Court will only make contact with those qualified applicants who will be invited to interview.**

**EQUAL OPPORTUNITY EMPLOYER**