

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

**NOTICE OF VACANCY**



**POSITION TITLE:** Probation Services Technician

**POSITION TYPE:** Full-Time Temporary (FTT), Excepted Service

**ANNOUNCEMENT #:** #24-08

**LOCATION:** Boston, MA

**CLASSIFICATION LEVEL:** CL 23-24 (\$44,297- \$79,767)\*

\* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. If hired at a CL-23, promotion to the higher level, when qualified, would be available without further competition.

**OPENS:** October 8, 2024

**CLOSES:** October 29, 2024

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The U.S Probation & Pretrial Services Office for the U.S. District Court for the District of Massachusetts is currently accepting applications for a full-time Probation Services Technician in Boston. The term of the appointment is for one year and one day but may be extended or converted to a regular position depending upon need and budget.

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**Position Overview**

The position provides technical, administrative, and clerical support to probation officers in a wide range of areas, including general casework, support for Problem Solving Courts and the location monitoring program, and the coordination of services through collateral resources.

**Representative Duties:**

- Provide general clerical support including assistance in reception, answering telephones, processing mail and other administrative duties, as needed.
- Assist Probation Officers with their investigations and the supervision of clients.
- Support the work of Probation Officers by communicating with collateral contacts including law enforcement agencies, employers, educational institutions, treatment providers and others.
- Support treatment services programming in a variety of ways including procurement and monitoring.
- Provide support for Problem Solving Courts. Track and organize program applications. Monitor and document program participation, accomplishments, and progress both during and subsequent to program completion. Assist with the preparation for program meetings and court sessions.

- Assist in organizing workshops that serve as a resource to the clients we serve. Topics include but are not limited to employment, educational and vocational services, Bureau of Prisons orientations, housing, CORI, child support, registry of motor vehicles and other life skills issues.
- Develop and maintain client resources for housing, community service, employment services, vocational programming, self-help meetings and other pro-social community-based activities.
- Provide support for the location monitoring program. Track equipment monitor daily summaries and enter office approved schedule changes.
- Provide support for the Restorative Justice Program. Track enrollment participation in preparation of the curriculum and facilitate follow-up assignments with clients.
- Provide support for the Interactive Journaling Program. Track participation and first-hand application of the curriculum.
- Provide support to Bureau of Prison (BOP) inmates returning to the community. Assess their individual needs and make referrals for appropriate services.
- Document case developments in the Probation and Pretrial Services Automated Case Tracking System (PACTS).
- Conduct criminal record checks, as needed. Obtain fingerprints, track DNA testing, schedule drug tests, verify client history and characteristics and send FBI flash notices.
- Other related duties as assigned.

**Qualifications:**

- High school graduation or equivalent. Completion of a bachelor's degree from an accredited college or university in a field of academic study such as criminal justice, criminology, psychology, sociology, human relations, or business or public administration preferred.
- Two years of general work experience that indicates the candidate possesses or has the ability to acquire the particular knowledge and skills needed to perform the duties of the position is required. (Note: education beyond high school may be substituted for general work experience.)
- One year of progressively responsible experience gained after completion of a bachelor's degree, in such fields as probation, pretrial services, parole, corrections, criminal investigations, or work in substance abuse disorder is highly desirable and preferred.
- Candidates should be mature, responsible, poised, possess tact, diplomacy, good judgement, analytical skills, initiative, and excellent customer service skills.
- The incumbent must have strong verbal and written communication skills and be computer literate, including proficiency with word processing, spreadsheets, Adobe Acrobat, and other basic computer software programs.
- A team attitude, attention to detail, and a willingness to adapt to a changing work environment are essential to maintain the Court's quality standards. The individual selected must understand and abide by the rules, policies, and regulations of the Court.
- Commitment to public service.
- 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.

**FBI 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 to determine if there is an arrest record on the individual.

**Hours**

Monday to Friday, 8:30 AM to 5:00 PM. Some flexibility in start and end times, as approved by the Chief Probation

Officer. Additional hours, as needed.

### **Benefits**

A generous benefits package is available and includes the following:

- Eleven (11) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI)
- Flexible Benefits Program
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)
- Transit Subsidy Program

### **How To Apply**

Consideration will only be given to those that apply through the court's online applicant tracking system. To view openings and to apply, visit our applicant tracking system at <https://forms.mad.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A cover letter of interest indicating why you are interested in this position and what best qualifies you
2. A current resume, including a list of three (3) professional references and their current contact information
3. A transcript if using educational substitution to qualify and,
4. A completed AO-78, Application for Judicial Branch Federal Employment (submitted via applicant system).

Application packages will not be considered completed until ALL the items listed have been received by Human Resources.

### **Information For Applicants:**

The District of Massachusetts U.S. Probation Office is an equal opportunity employer that is committed to a diversified workforce. Employees of the U.S. 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. Applicants must be a United States Citizen or permanently 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 employment. The Federal Financial Management Reform Act requires direct deposit of federal wages.

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.

Due to the expected high volume of applicants for this position, the U.S. Probation Office will only make contact with those qualified applicants who will be invited to interview. Applicants invited for a personal interview will be subject to a criminal record check with law enforcement agencies.

**NO FAXES OR EMAIL PLEASE**