

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

**NOTICE OF VACANCY**



**POSITION TITLE:** Director of Information Technology

**POSITION TYPE:** Full-Time Regular (FTR), Excepted Service

**ANNOUNCEMENT #:** #26-01

**LOCATION:** Boston, MA

**CLASSIFICATION LEVEL:** CL 29-30 (\$96,429- \$185,217)\*  
\* Starting salary depending on qualifications and experience.

**OPENS:** January 9, 2025

**CLOSES: Open Until Filled**  
{Preference to those that apply by 1/30/26}

The U.S Probation & Pretrial Services Office for the U.S. District Court for the District of Massachusetts is currently accepting applications for a highly skilled IT Manager to provide both strategic leadership and hands-on technical expertise across all aspects of information technology operations. This position oversees IT hardware and software, case management software, inventory system, video conferencing, telecommunications, and local and wide-area networks. The successful candidate will be a leader who values the development of employees, proactively improves processes, and leverages technology to enhance efficiency, security, and service delivery. This position reports directly to the Deputy Chief U.S. Probation Officer.

**Representative Duties:**

- Manage, mentor, and develop IT staff by setting clear expectations, assigning and reviewing work, evaluating performance, helping to establish priorities and time schedules, and addresses employee relations issues as they arise.
- Evaluate current and future technology and security needs: develop and implement short- and long-term IT improvement plans, including the Continuity of Operations Plan (COOP).
- Conduct cost-benefit analysis and make recommendations for technology investments and system enhancements.
- Oversee IT architecture including servers, virtualization platforms, operating systems, telecommunications, and networks.
- Oversee and monitor IT security policies and tools to protect systems and data, including inventory management, patch management, endpoint protection, vulnerability scanning, perimeter security, intrusion prevention/detection.

- Coordinate and support annual IT security training and compliance with national and circuit-level security requirements.
- Oversees local changes in software and documentation; oversees testing; establishes operating procedures.
- Manage patching, backups, monitoring, and lifecycle maintenance of servers, desktops, mobile, and remote devices.
- Support and maintain court-specific applications, including PACTS, and perform necessary maintenance and upgrades.
- Collaborate with managers, other court units, and vendors to access needs, recommend solutions, and maintain effective working relationships.
- Create and maintain clear, well-organized technical documentation and procedures.
- Participates in district, regional and national conferences to enhance professional growth, identify best practices and improve systems and technology support
- Perform other related duties or special projects, as assigned.

#### **Minimum Qualifications/Requirements:**

- A bachelor's degree from an accredited four-year college or university is required. A degree in the area computer science or another related area is highly preferred.
- At least four years of progressively responsible experience with a minimum of two years of experience supervising staff.
- Must be highly self-motivated, extremely detail-oriented and organized.
- Demonstrated ability to lead, motivate and develop employees
- Strong project management skills with the ability to prioritize and manage multiple deadlines.
- Excellent customer service orientation and sound judgement.
- Commitment to public service.
- Ability to identify new products and solutions to implement new technologies.
- Applicants must be able to travel to our satellite offices located in Lawrence, Taunton, Worcester, and Springfield Massachusetts.
- 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:**

- Experience with Apple products, iOS operation system and mobile devices
- Strong technical expertise in most of the following: Microsoft Office, Windows, Patch management and inventory tools (e.g., Qualys, Patch, Quest KACE) and Adobe Acrobat preferred.

#### **FBI BACKGROUND INVESTIGATION**

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination.

#### **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), which includes the Thrift Savings Plan, a 401k style retirement savings program with employer matching and automatic contributions
- 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)
- Transit Subsidy Program

**APPLICATION PROCESS:**

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**