

# NOTICE OF PART TIME CAREER OPPORTUNITY

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## United States District Court Eastern District of Missouri



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| <b>Posting Date:</b>      | November 29, 2016   |
| <b>Vacancy Number:</b>    | IST-1116  |
| <b>Position Title:</b>    | Part Time Information Systems Technician (40 hrs/ppd)                     |
| <b>Position Location:</b> | St. Louis, MO   |
| <b>Grade Range:</b>       | CL 24 (with promotion potential to CL 25)                                 |
| <b>Starting Salary:</b>   | \$35,514 - \$57,702   |
| <b>Closing Date:</b>      | Open until filled - applications will be considered as they are received. |

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### Position Summary

The Eastern District of Missouri is looking for a motivated professional who is interested in a part time career opportunity with the United States District Court. The Information Systems Technician is located in the Clerk's office and provides technical support and assistance to the judges and staff of the District Court, Probation and Pretrial Services offices. This position performs routine to moderately complex installation and troubleshooting for hardware and software systems.

### Position Duties and Responsibilities

- Respond to help desk calls and e-mails, log computer problems and assist with routine problems. 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.
- 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. Create and run reports.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.
- Prepare and maintain 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.
- Provide related duties, as assigned.

## **Job Requirements and Qualifications**

The successful candidate must be a high school graduate and have at least one year of specialized experience. A bachelor's degree in an IT related field is preferred. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

### Desired Skills:

- Good technical, troubleshooting and communication skills.
- Ability to work in a changing work environment with frequent interruptions.
- Knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the management team.
- Good understanding of latest available electronic technology, hardware and software programs. Knowledge of telephone and wireless systems. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Detail oriented and the ability to effectively follow inventory control policies and procedures.
- Ability to work as part of a team.

## **Compensation**

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. To qualify at the CL 24, applicants must have one year of specialized experience equivalent to work at the CL 23 level. Specialized experience is as defined above.

## **Benefits**

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause.

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| 10 Paid holidays                                       | Health Insurance Benefits (variety of plans) |
| 13 Sick days per year accrued                          | Life Insurance                               |
| 13 Paid Vacation days for less than 3 years of service | Long Term Care Insurance                     |
| 20 Paid Vacation days for 3 to 15 years of service     | Flexible Benefits                            |
| 26 paid Vacation days 15 or more years of service      | Federal Employee Retirement Plan             |
| Family Medical Leave Act Provisions                    | Thrift Savings Plan with Investment Options  |

Position is subject to mandatory Electronic Funds Transfer participation for net pay.

## **Background Investigation Requirements**

The selectee considered for this position is required to undergo an FBI Background Check and/or Investigation and social media inquiry as a condition of employment. The selectee may be appointed provisionally, and retention will depend upon favorable suitability determination of the background investigation.

## Application Procedure and Information

Applicants must be United States citizens or eligible to work in the United States. Appointment is contingent upon providing proof of United States citizenship or proof of authorization to work in the United States as required by the Immigration Reform and Control Act of 1986. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed. Applicants may be asked to participate in proficiency tests.

Qualified persons are invited to submit:

- a letter of application,
- current résumé,
- completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/forms/AO078.pdf> )
- contact information for three professional references

Application materials may be submitted via mail or e-mail to the following address:

U.S. District Court  
Eastern District of Missouri  
Attn: Nicole Rode (IST-1116)  
Room 3.300  
111 South 10th Street  
St. Louis, MO 63102  
[nicole\\_ode@moed.uscourts.gov](mailto:nicole_ode@moed.uscourts.gov)

Incomplete application materials may not be considered. Only candidates selected for an interview will be contacted. The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position. Employees are required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

***Equal Opportunity Employer***