

DISTRICT OF IDAHO
United States Probation and Pretrial Services Office
Opportunity Announcement 2024-PR-05



Boise, Idaho
www.idp.uscourts.gov

Position details:

Job Grade: CPS, CL 25-26, DOE
Salary Range: \$47,966 - \$85,844, DOE
Type of Position: Full Time, Permanent

Closing date:

Position open until filled. Preference will be given to applications received before close of business on Friday, August 16, 2024.

Materials must be submitted to:

U.S. Probation & Pretrial Services Office
Attn: Crystal Hall
Careers@id.uscourts.gov

Applicants must provide:

1. Letter of interest
2. Current résumé
3. 3 Professional References
4. Completed AO-78 (see below)
5. Completed AO-78B (voluntary)

Information Technology Specialist

The United States Probation and Pretrial Services Office for the District of Idaho is accepting applications for the position of **Information Technology Specialist**. There are five offices within the District of Idaho: Boise (headquarters office), Coeur d'Alene, Moscow, Twin Falls and Pocatello. Assignment of all positions is at the discretion of the Chief Probation Officer. This position will be located in the United States Courthouse in Boise, Idaho. The primary focus of the job is to install, support, and troubleshoot hardware and software based on the understanding of the needs and priorities of the end users.

IT Specialists are very customer service oriented with users, as well as members of other courts. They must present a professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do. The successful applicant must be mature, responsible, have self-initiative, be organized and meticulous, and possess tact, good judgment, and the ability to work with a wide variety of people. Prior to appointment, the final candidate must undergo a single scope background investigation as a condition of employment.

Note: More than one position may be filled using the applicant pool from this posting.

The District of Idaho is committed to a leadership-centric team approach to carrying out our mission and all staff, regardless of position, are expected to understand and display effective leadership behaviors.

The District of Idaho is an evidence-based practices District, and is committed to excellence in the fair administration of justice and to ensuring the safety of our community. As a partner in the national federal probation system, we are guided by the Charter for Excellence and the desire to ensure that each member of our team has an opportunity to develop their skills to their highest capability.

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Representative Duties:

- Respond to help desk tickets from the local office and remote offices, log computer problems and assist with routine problems. Must be able to support Microsoft Office products and Adobe Acrobat.
- Install or assist in the installation of upgrades or new OS releases.
- Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices (iPhones and iPads), including installing apps and connecting to Wi-Fi.
- Confirm that back-ups are performed.
- Travel to divisional offices as required.
- Perform inventory control duties.
- Perform essential system support for the Cisco VOIP telephone system.
- Train court personnel in relevant hardware and software programs.
- Communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.

Other Duties:

- Assist in maintaining network systems, server maintenance duties and network security.
- Support and monitor day-to-day operations of the judiciary's WAN, LAN, Data Communications Network (DCN), network nodes, VPN connectivity, and peripheral devices with the capability of troubleshooting technical issues without extensive assistance.

Minimum/Required Qualifications:

- Three (3) years of progressively responsible information technology experience is required.
- Capable of imaging a laptop and working on servers.
- Demonstrated ability in critical thinking, self-initiative, and self-direction.
- Willingness to learn new computer skills by being open to new ideas, concepts, and practices.
- Extensive knowledge of theories, principles, and techniques of computer hardware and software, network administration, office automation, Virtual Private Networks, wireless technologies, and electronic communications.

Preferred Qualifications:

- Graduation from an accredited four-year college or university with a degree in information technology, computer science, or a closely related field.
- Microsoft Certified Systems Engineer (MSCE) or Microsoft Certified IT Professional (MCITP) certifications.
- Knowledge and ability to operate Windows Server 2019 or similar Windows Server OS.
- Extensive Windows 11 knowledge.
- Experience running a WAN.
- Knowledge of TCP/IP routing protocols.

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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)
- Thrift Savings Plan participation (TSP), with up to 5% employer matching contributions
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible Benefits Program
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)

Disclosures:

*Application forms (AO-78) and the Voluntary Identification Form (AO-78B) are available on our website in fillable format at https://id.uscourts.gov/clerks/careers/Current_Job_Opportunities.cfm or at any of our office locations. Please print or type all information. If your application does not provide all information requested, or if your applicant packet is not complete or late, you may lose consideration for this position.

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. Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

As a condition of employment, all new employees may be subject to a single-scope background investigation which includes an FBI fingerprint check and will be subject to recheck every 7 years thereafter. The Federal Financial Management Reform Act requires direct deposit of federal wages. Retention depends upon a favorable suitability determination. Applicants must be U.S. citizens or eligible to work for the United States. Court employees are considered "at will" employees in the excepted service and may be terminated with or without cause by the court.

The Court requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Employees of the United States Courts are not included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees.

Due to the expected high volume of applicants for this position, the U.S. Probation & Pretrial Services Office for the District of Idaho will only make contact with those qualified applicants who will be invited for an interview.

THE UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
IS AN EQUAL OPPORTUNITY EMPLOYER

