



United States Courts District of Montana

Vacancy Announcement
01D:2021

Position Title:	Information Technology Technician
Duty Station:	District of Montana Clerk's Office in Great Falls
Starting Grade/Salary*:	CPS CL 24 – CL 25 (\$38,694 - \$69,462)
Announcement Date:	January 12, 2021
Application Deadline:	Open until filled, with preference given to applications received by January 29, 2021
Status:	Full time

*Starting salary and grade will be determined based on experience and qualifications. The individual chosen for this position may be eligible for future promotion without competition.

Position Overview

The information technology (IT) technician provides support for end users and provides technical support in installing and configuring computer and software programs. At the higher level, performs routine to moderately complex troubleshooting for hardware and software systems. The IT technician position will be based in Great Falls, Montana with occasional travel to Helena and other sites. Standard federal per diem and travel allowance will be provided while performing duties away from home station. The successful candidate will work in a team environment and reports to the IT Supervisor.

Duties and Responsibilities

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems. Issues that are not quickly resolved may be escalated to the next level. Provide assistance and support to end users on applications such as Outlook, Word, Excel, Teams, Adobe and court-specific applications. Assist with creating user accounts and providing end-user training.
- Install or assist in the installation of new software and software upgrades. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access.
- Confirm that network back-ups are run.
- Perform inventory control duties.
- Provide end users with basic system support for telephone systems.
- Perform basic system support for VoIP system, such as additions, deletions, and moves.
- Provide courtroom A/V support for court hearings both locally and remote.
- Provide Zoom support for court staff.
- Prepare and maintain documentation, standard operating procedures, and checklists for end users and other technicians.
- Troubleshoot hardware and software problems.

- Maintain contact with other information technology court personnel for the purpose of keeping abreast of developments, techniques, and user programs.
- Monitor day-to-day operations of the equipment and systems. Provide technical expertise in solving computer system problems.
- Recommend hardware, equipment, and software updates.
- Other duties as assigned.

Minimum Qualifications and Requirements

- Candidates must have a high school diploma or equivalency. A college degree or professional IT certification strongly preferred.
- Prior experience providing phone, remote, and in-person help/service desk support
- Advanced knowledge of Windows and Microsoft Office Suite is preferred.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption. Must be comfortable soliciting and providing critical feedback from team, as needed.
- Excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.
- Availability to provide alternate divisional office, after-hours, or weekend support as needed.

Conditions of Employment

The selectee will be subject to an FBI background check (fingerprints). Employment will be considered provisional until the FBI background check is completed. The selectee must be a United States citizen or meet appropriations act citizenship requirements for federal employment.

Employees of the federal judiciary must adhere to all Judicial Conference regulations, must follow the policies outlined in the Guide to Judicial Policy, and are bound by the ethical standards established by the chief judge and the Code of Conduct for Judicial Employees.

Employees of the federal judiciary are considered “at will” employees and are not covered by the Office of Personnel Management’s civil service classification system or regulations. Employees are required to use electronic fund transfer for payroll (direct deposit).

Application Procedure

Qualified applicants should submit by email only the following materials in PDF format:

1. Cover letter, summarizing your qualifications, skills, and abilities relevant to this position;
2. Current resume;
3. Names and contact information for three (3) professional references;
4. Form AO-78, Application for Judicial Branch Employment; and
(Note: the last page of the AO-78 requires a conventional signature)
5. Most recent SF50 (current or past federal employees only)

All application materials are to be emailed to: human_resources@mtd.uscourts.gov. Please note “IT Technician Application (last name)” in the subject line. Application materials must be submitted in PDF format ONLY; no Word or WordPerfect documents, please. Documents from file housing services (e.g.,

Google Docs, DropBox, etc.) or websites will not be accepted. Incomplete applications will not be considered.

The Court will provide acknowledgement of received applications via email within ten days of receipt. Due to the expected volume of applications further communication will be limited to those applicants chosen for additional screening and/or interviews.

The Court reserves the right to modify the conditions of this vacancy announcement or to withdraw the announcement without prior written or other notice. Applications submitted for this position may be considered for similar vacancies that may occur within six months from the date the position is filled.

Benefits

Employees of the United States District Court serve under an Excepted Appointment and are considered “at will” employees. Judiciary employees are eligible to participate in the federal health, dental, vision, and life insurance benefits, and receive ten paid holidays per year. Judiciary employees are not covered by the Office of Personnel Management’s civil service classification system or regulations. Additional information regarding the U.S. Courts, the Judicial Code of Conduct, and federal benefits can be located at www.uscourts.gov.

The United States Courts are an Equal Opportunity Employer.