



CAREER OPPORTUNITY

UNITED STATES PROBATION OFFICE

Texas Northern

POSITION TITLE:	Information Systems Technician CL 24
ANNOUNCEMENT NUMBER:	17-05
DUTY STATION:	DFW Metroplex
OPEN DATE:	11/30/2016
CLOSING DATE:	12/21/2016 (or until filled)
STARTING SALARY:	\$37,545 - \$61,003 (Table DFW)

*Position may be full time or part time. More than one position may be filled from this announcement.
Transfer applications from other districts are welcomed.*

DISTRICT MISSION STATEMENT

We value each individual and their potential to change. As effective agents of that change, we provide excellent service to our clients and the courts, creating a safer community through the fair administration of justice. Our guiding principles are: Dedication, Empowerment, Idealism, and Integrity.

DISTRICT SUMMARY

The Northern District of Texas is a learning organization which encourages all staff to use their strengths to explore opportunities for meaningful personal, professional, and organizational growth. We expect and support team members to continue developing throughout their careers. We recognize that individuals have varying talents and passions, and we seek to match roles, responsibilities, and opportunities to individual strengths, while still meeting the mission of the organization. We believe that leadership is a shared responsibility of all team members and we expect staff at all levels of the organization to lead from where they stand. We encourage creativity and ingenuity in problem solving.

This district is geographically one of the largest in the United States. We serve a one hundred-county area, bordering the states of Oklahoma and New Mexico. These counties also extend to approximately ninety miles from the Mexican border. Our headquarters office is located in Dallas in the Earle Cabell Federal Building. We also have offices located in the federal courthouses in Fort Worth, Wichita Falls, Abilene, San Angelo, Lubbock and Amarillo. In the Dallas/Fort Worth metroplex area, we have one additional office located in Arlington, TX.

POSITION OVERVIEW

The United States Probation and Pretrial Services Office for the Northern District of Texas has an opening in our DFW Metroplex for an Information System Technician. The Information System Technician will provide first level phone support to all staff on IT systems (software and hardware). Job responsibilities include, but are not limited to:

- Provide day-to-day end user support and assist with training staff in Word, Lotus Notes, Microsoft Office, Adobe Acrobat, and national and customized applications.

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- Distribute and install new hardware, including, but not limited to, PC hardware, laptops, printers, and mobile devices.
- Install and configure new software applications.
- Troubleshoot routine PC equipment and software problems.
- Perform inventory of automation equipment.
- Provide assistance with IT-related procurements when required.
- Travel to divisional offices and other locations when necessary.
- Perform other automation related duties as assigned.
- Performing routine upgrades and patch maintenance on workstations

MINIMUM POSITION REQUIREMENTS

- Must be a high school graduate or equivalent
- Good technical and troubleshooting skills.
- The ability to communicate clearly and effectively, both orally and in writing.
- A knowledge of basic computer processes and capabilities, including word processing, spreadsheet software and database management.
- Ability to follow safety procedures.
- Ability to organize and prioritize work, work independently with little or no supervision, and exercise discretion.
- Ability to work under pressure of short deadlines.
- Ability to be innovative and creative to contribute to a positive work culture.

DESIRED SKILLS

- At least one year of specialized experience. 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.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.
- Extensive 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.
- Skill in translating and documenting technical terms into non-technical language for training. Skill in training personnel in relevant hardware and software programs.
- Ability to implement, operate, document, and troubleshoot information technology systems considering both hardware and software issues. Ability to build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

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BENEFITS

Employees of the U.S. Probation and Pretrial Services Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan from several options, life insurance; optional long term care coverage, long term disability coverage, optional vision, optional dental; annual/sick leave, federal holidays and periodic salary increases. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

HOW TO APPLY

Applicants who meet the classification, minimum position, and hazardous duty requirements should:

1. Submit a cover letter (two page limit).
2. Submit a resume (two page limit) citing professional experience and educational background.
3. Submit a completed [Application \(AO-78\)](#). Please note the additional documents that are required to complete the process (listed on page one of the application).
4. Proceed to upload all required documents and answer final application questions.

DISCLOSURES

- U.S. Probation reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice.
- U.S. Probation reserves the right to fill multiple positions from this announcement
- Applications will be accepted from US Citizens and Non-Citizens as allowed by appropriations and statute.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus, drug test, and medical examination.
- Applicants will be subject to a skills test.

Applicants will receive an automated reply acknowledging receipt of the application. Incomplete packets will not be considered.

If you have any questions please [contact us](#).

We appreciate your interest in employment and thank you for making U.S. Probation your employer of choice

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