



# CAREER OPPORTUNITY

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE

## Texas Northern

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| <b>POSITION TITLE:</b>      | Information Systems Technician I<br>CL 24<br>Target Grade: CL 25              |
| <b>ANNOUNCEMENT NUMBER:</b> | 22-12   |
| <b>LOCATION:</b>            | Lubbock, Texas  |
| <b>OPEN DATE:</b>           | 05/04/2022  |
| <b>CLOSING DATE:</b>        | Open until filled with preference given to applications received by 5/18/2022 |
| <b>STARTING SALARY:</b>     | \$39,621 - \$49,135 (Table <a href="#">RUS</a> )                              |

*The position will be part-time. Transfer applications from other districts are welcomed. This is an entry-level position with promotional opportunity, based on performance, to target grade without further competition. Multiple positions may be filled from this announcement. Salary will be based on education and experience.*

### 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 support and expect 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 meeting the mission and needs 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 Mexico border. Our headquarters office is 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. Texas is among the most tax-friendly states in the U.S. with residents enjoying no state income tax.

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## POSITION OVERVIEW

The United States Probation and Pretrial Services Office for the Northern District of Texas has an opening in our Lubbock, Texas office, for a part-time entry-level Information Systems Technician I. This entry-level Information System Technician will, depending on their skill set and levels of expertise, provide various IT services including:

- Providing first level phone support to all staff on IT systems (software and hardware).
- Installing and configuring hardware and software programs and providing support for complex technology projects.
- Analyzing the needs of end-users and developing and implementing technical solutions.
- Troubleshooting software problems; developing and documenting programs based on understanding the needs and priorities of end users.
- Maintaining and modifying existing systems to support the needs of the court unit.
- Gathering and analyzing information to determine and recommend the best course(s) of action.
- Traveling to divisional offices and other locations when necessary to provide on-site support.

## POSITION RESPONSIBILITIES

Position responsibilities will vary depending upon skill set and level of expertise, but selected candidates must be able to, or be willing to continue to gain the skills necessary to:

- Provide day-to-day end user support and assist with training staff in Microsoft Word, Microsoft Office, Outlook, Microsoft Teams, Adobe Acrobat, and national and customized applications.
- 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.
- Update and maintain web content and in-house forms.
- Performing routine upgrades and patch maintenance on workstations.
- Provide support for mobile computing devices and remote access.
- Troubleshoot and provide user assistance with audio/visual, cellular, and land-line communications and equipment.
- Perform other automation related duties as assigned.

## QUALIFICATIONS

### General Experience

Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the position's duties.

### Specialized Experience

One year of specialized experience is required. Specialized experience is defined as progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to perform the position's duties successfully and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

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## PREFERRED SKILLS

- Coursework or certification in Information Technology or a related field.
- Knowledge of office database design, data communications, and information technology project management.
- Knowledge of custom-off-the-shelf hardware and software programs.
- Knowledge of flow charts, form design, and control procedures.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the management team.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to maintain a professional and approachable disposition.
- Knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- 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 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.

## HOW TO APPLY

Applicants who meet the classification and minimum position requirements should:

1. Submit a cover letter (two-page limit) indicating your IT field of study, why you chose that particular field, and how you would use what you have learned thus far in your chosen field of study as an Information Systems Technician with Texas Northern.
2. Submit a resume (two-page limit) citing professional experience and educational background.
3. Submit their two most recent job performance evaluations signed by their supervisor.
4. Submit a current, complete [Application for Employment \(AO 78\)](#). Please note the additional documents that may be required to complete the process (listed on page one of the application).
5. Submit contact information for [three references](#).
6. Proceed to <https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=22-12> to upload all required documents (**PDF format**) and answer final application questions.

## 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 and long term disability coverage, optional vision insurance and dental insurance, annual and sick leave, paid parental leave, a pre-tax reimbursement program, federal holidays and mandatory Electronic Funds Transfer for payment of net pay.

## DISCLOSURES

- U.S. Probation reserves the right to modify the conditions of this job announcement, extend the screening process, withdraw or re-advertise the announcement, or fill the position sooner than the closing date without prior notice.
- U.S. Probation reserves the right to fill multiple positions from this announcement.

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- Applications will be accepted from U.S. Citizens and Non-Citizens as allowed by appropriations and statute.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct for Judicial Employees.
- Qualified applicants will be subject to a skills test.
- The final candidate will be subject to a record check with law enforcement agencies and credit bureaus.
- A probationary status applies to all employees who are newly hired or transferred from agencies within the U.S. Courts to U. S. Probation in the Northern District of Texas.
- Employees are appointed to excepted service and serve at the pleasure of the Court.

**Applicants will receive an automated reply acknowledging receipt of the application. Incomplete packets will not be considered. If you have questions, please [contact us](#).**

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