



# CAREER OPPORTUNITY

UNITED STATES PROBATION AND PRETRIAL SERVICES OFFICE

Texas Northern

<b>POSITION TITLE:</b>	Information Technology Technician II
<b>GRADE:</b>	CL 26, Target Grade CL 27
<b>ANNOUNCEMENT:</b>	25-08
<b>LOCATION:</b>	Dallas or Lubbock, Texas
<b>OPEN DATE:</b>	03/03/2025
<b>CLOSING DATE:</b>	Open until filled, with preference given to those who apply on or before 03/18/2025
<b>STARTING SALARY RANGE:</b>	\$58,531 - \$104,525 (Table <a href="#">DFW</a> ) \$53,839 - \$96,147 (Table <a href="#">RUS</a> )

## 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 team members 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 Northern District of Texas is geographically one of the largest in the United States. We are a combined probation and pretrial services district, serving 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 Amarillo, Abilene, Fort Worth, Lubbock, San Angelo, and Wichita Falls. Texas is among the most tax-friendly states in the U.S. with residents enjoying no state income tax.

## POSITION OVERVIEW

The United States Probation & Pretrial Services Office for the Northern District of Texas has an opening for an Information Technology Technician II. The Information Technology Technician II will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs, as well as second-level end user support.

**Job responsibilities include, but are not limited to:**

- Responding to help desk calls and e-mails, logging computer problems, and assisting with routine problems; problems that are not quickly resolved and need to be escalated to the next level. Assisting with web access. Providing information and assistance to users on applications such as word processing and data entry. Assisting with creating user accounts and providing end user training.
- Providing end user support for essential applications.
- Assisting in maintaining/updating local SharePoint pages and providing assistance regarding content management.
- Installing or assisting in the installation of upgrades or new or revised off-the shelf/desktop releases.
- Setting up, configuring, installing, and documenting hardware and software, and documenting processes/settings as needed.
- Providing support for mobile computing devices and remote access. Serving as a primary administrator for telephony, video conferencing, and mobile device management systems.
- Performing inventory control duties.
- Troubleshooting hardware and software problems. Performing basic system support for telephone systems, such as additions, deletions, and moves. Analyzing help desk logs. Creating local court forms from off-the-shelf software. Customizing programs for local needs and trains personnel in their use.
- Maintaining contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitoring day-to-day operations of the equipment and systems. Acting as the technical expert in solving computer system problems.
- Training and serving as a mentor to entry level help desk technicians.
- Recommending hardware, equipment, and software updates. Performing other related duties or special projects, as assigned.

**CLASSIFICATION REQUIREMENTS**

Professional administrative work involves analyzing and evaluating varied information from multiple sources, forming conclusions, and taking or recommending courses of action. It requires applying theoretical and practical knowledge of a particular administrative or technical field acquired through education and/or experience.

To qualify as a CL-26, the candidate must have one year of **specialized experience\*** or completion of the requirements for a bachelor's degree from an accredited college or university.

To qualify for the CL-27 level, the candidate must have:

- Two years of **specialized experience\***; or  
Completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:
  - An overall "B" grade point average equaling 2.90 or better of a possible 4.0.
  - Standing in the upper third of the class.
  - "3.5" average or better in the major field of study, such as business or public administration, human resources management, industrial relations, or psychology.

- Election to membership in Phi Beta Kappa, Sigma Xi, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies; or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law, or other fields closely related to the subject matter of the position.

**\*Specialized Experience** is defined as progressively responsible experience in or closely related to the position's work that has provided the particular knowledge, skills, and abilities to perform the position's duties successfully.

### **MINIMUM POSITION REQUIREMENTS**

To qualify for this position, the applicant must be a high school graduate or equivalent and have:

- High school diploma or equivalent.
- Good technical and troubleshooting skills.
- The ability to communicate clearly and effectively, both orally and in writing.
- Knowledge of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems.
- Skill in performing routine software and hardware maintenance and troubleshooting.
- 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.
- Ability to implement, operate, and document information technology systems considering both hardware and software issues.
- Skill in training court personnel in relevant hardware and software programs. Ability to train users, 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.
- Knowledge of computer processes and capabilities, including a general understanding of case management systems.

### **DESIRED SKILLS**

- 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.
- 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.
- 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 submit:

1. A resume (two-page limit) of their professional experience and educational background.
2. A cover letter (one-page limit) indicating why the position is of interest and how your experience and education qualify you for the position.
3. A completed application ([Federal Judicial Branch Application for Employment, AO 78](#)). Please ensure that you are utilizing the AO 78 from this link, it is the most recent and it is expected that the correct AO 78 will be submitted. Please note the additional documents which may be required to complete the process (listed on page one of the application, AO 78).
4. Two most recent job performance evaluations signed by your supervisor or manager.
5. The names of and contact information for [three references](#).
6. A copy of the most recent transcript.

Qualified applicants should upload their documents using our HR Employment Application System here:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=yv7gpw3b&pos=25-08>

**Note: This system will not let you continue without uploading all required documents.**

Unofficial transcripts may be uploaded via the link above. However, if not already on file with TXN Probation & Pretrial Services, **official transcripts** must be submitted by:

- A link sent to [HR@txnp.uscourts.gov](mailto:HR@txnp.uscourts.gov) from your university or college, or
- Regular mail or overnight courier to:

**U.S. Probation - HR Department  
1100 Commerce Street, Room 1329  
Dallas, TX 75242**

## 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, eleven federal holidays, and mandatory Electronic Funds Transfer for payment of net pay. You may view additional information on benefits [here](#).

## DISCLOSURES

- U.S. Probation reserves the right:
  - To modify the conditions of this job announcement.
  - To withdraw or re-advertise the announcement.
  - To fill the position prior to the closing date without prior notice.

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**U.S. Probation is an Equal Opportunity Employer**

- Not to fill the position listed in this announcement.
- Applications will be accepted from U.S. Citizens and non-Citizens as allowed by appropriations and statute.
- Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants who are invited to interview may advise the Human Resources Office if an accommodation is necessary.
- U.S. Probation requires employees to adhere to a Code of Ethics and Conduct for Judicial Employees.
- The final candidate(s) will be subject to a record check with law enforcement agencies and credit bureaus. Positions designated as highly sensitive are subject to an additional background investigation.
- Qualified applicants may be subject to a writing and skills test.
- Employees are appointed to excepted service and serve at the pleasure of the Court.

Additional information about employment within U.S. Probation & Pretrial Services, including benefits, and blank application and references forms may be found [here](#).

