



VACANCY ANNOUNCEMENT

UNITED STATES DISTRICT COURT WESTERN DISTRICT OF NEW YORK

Address: 100 State Street, Rochester, NY

Website: www.nywd.uscourts.gov

Position: Information Technology Technician
(Full-Time, Permanent)

Vacancy: 24-11

Duty Station: Rochester, New York

Salary: CL 25 (\$48,184-\$78,319)
CL 26 (\$53,070-\$86,233)

Commensurate with experience and qualifications.

Promotion potential to CL 27, without further competition, based on eligibility and needs of the office.

Overview

Our Information Technology (IT) professionals support extensive technology programs and help make it possible to deliver justice in a technology-driven environment. These professionals are in touch with the latest technology and software programs. [CLICK HERE](#) to view a brief video about IT professionals working in the Courts.

Representative Duties

- Provide day-to-day technical support, assistance, and training to include physical hardware/software setup, configuration, and troubleshooting in a virtual Microsoft Windows environment.
- Respond to help desk calls, emails, and web request, and resolve in a timely manner or escalate to the next level of support.
- Identify support trend requests and respond to trends or unusual activity.
- Provide information and assistance on word processing and internet applications.
- Install, configure, update, and repair computer hardware and peripherals.
- Install new or updated releases of software applications.
- Prepare and maintain documentation for local software applications, procedures, and systems.
- Provide support for mobile computing devices and remote access.
- Provide basic support for the VoIP telephone system.
- Assist with testing, establishing, and monitoring video and telephone conferences.
- Assist with network maintenance and backups.
- Perform basic courtroom A/V support and troubleshooting.



How to Apply

Please submit a cover letter, resume, and AO78 Application for Judicial Branch Federal Employment (available at www.uscourts.gov) as a single PDF attachment by email to:

applications@nywd.uscourts.gov

subject line "Information Technology Technician, Reference No. 24-11."

Save the documents as one PDF, using your firstname_lastname. When the AO78 is filled out electronically and returned by email, the fillable form must first be resaved and submitted as a non-fillable PDF before submission, otherwise the form will appear blank.

Applicants are required to complete the AO78, page 5, Optional Background Information.

Only candidates selected for an interview will be notified and must travel at their own expense.

Important Dates

Application Deadline: Until filled

Position Available: Immediately

District Overview

The District's jurisdiction encompasses the 17 most western counties of Upstate New York, with courthouses located in Buffalo and Rochester. The District is comprised of 8 United States District Judges, 7 United States Magistrate Judges, and approximately 100 employees.

Qualification Requirements

- High school diploma or equivalent and at least one year of specialized experience.
- Strong customer service skills.
- Excellent written and verbal communication skills.
- Ability to function as a team player in a fast-paced, team-oriented office environment with frequent interruptions.
- Thorough understanding of computer processes and capabilities, including personal computer operating systems and applications.
- Familiarity with computer operations in a networked environment.
- Working knowledge of word processing software and email applications.
- Basic understanding of audiovisual systems with an emphasis on videoconferencing.
- Proficiency with iOS and Windows devices.
- Ability to work independently with minimal onsite supervision, to adapt to changing needs, and to meet deadlines and commitments.
- Ability to identify emerging trends in technology and to share that information with the team.
- Ability to interact in a positive and professional manner with users at all levels of the Court.
- Position includes occasional travel and after-hours support.

Preferred Qualifications/Court Preferred Skills

Candidates with experience and a bachelor's degree in CS, MIS, other relevant field of study preferred.

Organizational Relationship

This position is assigned to the Clerk's Office, U.S. District Court, Western District of New York, and reports to the Director of Information Technology.

Benefits

Click [HERE](#) to learn more about the Judiciary's benefits.

Click [HERE](#) to view a sample total compensation statement that outlines the value of the Federal Judiciary benefits package.

Background Investigation

This is a high-sensitive position within the Judiciary.

Employment will be considered provisional pending successful completion of an OPM background investigation and credit check and a favorable suitability determination. Investigative updates are required every five years.

Applicant Information

Employees must adhere to a [Code of Conduct](#). The Court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are required to use electronic funds transfer for payroll deposit.

The United States District Court, Western District of New York is an Equal Opportunity Employer.

The Federal Judiciary, the Third Branch of the Federal Government, provides a generous benefit package which, in addition to salary, is an important component of total compensation. This sample total compensation statement illustrates the value of the Federal Judiciary benefits. Please be advised that this sample is based on national average salary. The particular position you are interested in has a salary that is specific for that position and geographic area. In addition, benefit eligibility may vary by appointment type and length.

