

**UNITED STATES PRETRIAL SERVICES
WESTERN DISTRICT OF TENNESSEE**



Job Announcement - No. 15-03

Date: July 19, 2015

POSITION: Information Technology Technician, FT/Temporary
SALARY RANGE: CL 23 – CL 26* (\$31,652 - \$69,289) *Entry level position to be filled at the CL 23 with possible promotion potential up to CL 26.
OPEN PERIOD: July 19, 2015 – Open until filled with first preference given to application packets received by August 2, 2015.
LOCATION: Memphis, Tennessee - some travel to the Jackson Office may be required

The United States Pretrial Services Office, Western District of Tennessee, is accepting applications for the position of Information Technology Technician in the Memphis, Tennessee Pretrial Services Office.

Salary and Benefits Information: Most positions in the United States District Court are classified and paid under the Judiciary Salary Plan or the Court Personnel System which combines General Schedule (GS) grades and pay. Salary is set commensurate with experience. Federal benefits are available for most positions according to federal guidelines. The U.S. Pretrial Services Office offers a flexible work schedule opportunity. The most suitable applicants will be invited for a personal interview at their own expense. Relocation expenses will not be paid. A second interview may be required. This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay. Applicants must be United States citizens or eligible to work in the United States. Work performance is of a confidential nature and is protected under the Pretrial Services Confidentiality regulations issued under Title 18 U.S. Code, Section 3153(c)(2).

THE DISTRICT

The Western District of Tennessee geographically consists of a 22-county area. A satellite office is located in Jackson, Tennessee.

REPRESENTATIVE DUTIES

An Information Technology Technician performs tasks such as PC management and helpdesk support, including but not limited to, installation and repair of hardware and software, initiate new users to systems, perform training and end-user support, assists in implementing automation plans, maintains documentation, maintains local IT inventory, setup audio-visual equipment, assists in courtroom support, aids local Network Administrator, and performs other duties as assigned. Occasional travel to the divisional office and the possibility of earning compensatory time after traditional work hours may be necessary.

QUALIFICATIONS/SKILLS

Applicant must have progressive knowledge and responsible work place experience with Windows desktop and server operating systems, office automation, networking, MS Office products, Adobe Acrobat, Anti-Virus and Malware software. Ability to independently analyze, isolate and solve problems, explain technical concepts in an understandable manner, and ability to write effective instructions for users and fellow staff. The incumbent for this position will be interacting with Judicial Officers, court staff, and other agencies. Therefore, the ability to communicate effectively with various individuals, focusing on customers (internal/external), respecting others, the uniqueness of the federal judiciary and acting with integrity are all essential skills. Seeking a customer service oriented professional who is responsible, friendly, organized and detail oriented with accountability for work product. Must demonstrate ability to work on multiple tasks, be flexible and tactful when working under pressure in a team environment. iPad and Lotus Notes knowledge a plus. Minimum high school diploma or equivalent is required. An Associate or Bachelor degree from an accredited college or university in Computer Science, Information Systems or related discipline or relevant technical certifications is preferred.

REQUIRED CLEARANCES

This position is classified as a high-sensitive position, therefore as a condition of employment, the selected candidate must successfully complete a background investigation including a fingerprint check and every five years thereafter will be subject to an updated investigation similar to the initial one.

APPLICATION PROCESS

Applicants must electronically submit a cover letter, resume, and AO78, [Application for Judicial Branch Federal Employment](#), to the attention of Carolyn W. Moore, Chief U.S. Pretrial Services Officer at tnwptjobs@tnwd.uscourts.gov.

First consideration for this position will be given to complete application packets received by 4:00 p.m., August 2, 2015. Incomplete packets will not be considered.

This position is open to all qualified individuals. Only candidates selected for an interview will be contacted.

Pretrial Services reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. Employees are required to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. More than one position may be filled from this announcement.

**THE UNITED STATES PRETRIAL SERVICES OFFICE FOR THE WESTERN
DISTRICT OF TENNESSEE IS AN EQUAL OPPORTUNITY EMPLOYER**