



***U.S. Probation and Pretrial Services Office
for the
Western District of Pennsylvania***



Vacancy Number 22-13

Opening Date: November 1, 2022

Closing Date: Until Filled

Information Technology Technician II

Duty Location: Pittsburgh, PA

CL 27 (\$54,654 starting - \$88,826 ending) Table PIT

First consideration given to applications received by November 22, 2022, at 5 p.m. EDT.

Probation and Pretrial Services Office:

The Western District of Pennsylvania's jurisdiction encompasses the 25 western counties of Pennsylvania. The U.S. Probation and Pretrial Services Office for the Western District of Pennsylvania provides services to the Court, the community, and people under supervision. The probation office has over 70 employees including probation officers and administrative support positions. The Probation Office headquarters is located within the Joseph F. Weis, Jr. U.S. Courthouse, Suite 3330, 700 Grant Street, Pittsburgh, PA, and divisional offices are located in Erie and Johnstown.

Mission Statement

We believe everyone can experience meaningful change and personal growth. In our service to the Court and to the public, we use best practices to promote positive outcomes and create safer communities.

Representative Duties

- Respond to help desk calls and emails, log computer problems, and assist with routine problems; problems that are not quickly resolved or require a subject matter expert may be escalated to the next.
- Utilize and maintain service desk management application.
- Analyze, log, track and resolve software/hardware matters of significance pertaining to network connectivity issues, printer, servers, and applications to meet district needs.
- Manage and maintain printers, scanners, and other peripherals including firmware and driver updates.
- Provide initial new user training for Microsoft Office and other required applications as well as other end user IT training as necessary.
- Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Receive and maintain inventory of IT related assets according to internal control policies.
- Assist with creating and closing user accounts.
- Participate in local or national conferences and similar gatherings to continue professional development.
- Perform other related duties, as assigned.

Qualifications

- Must have two years of specialized experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, mobile devices and their applications, terminology, methodology, and experience in end-user training.
- Proficiency in Windows and Microsoft Office products is required.
- Knowledge of Microsoft Office 365.
- Knowledge of theories, principles, practices and techniques of computer hardware and software applications.
- Must be an innovative and creative problem solver who can effectively work with management on projects and daily challenges.
- Exceptional ability to communicate technical concepts to non-technical staff.
- The incumbent must always manifest the highest degree of professionalism, courtesy, tact, and diplomacy; have excellent written, oral, and interpersonal skills; and unquestionable integrity.
- Ability to work independently and in a team environment as well as the ability to manage multiple projects and priorities.
- Occasional travel. Duties may require working outside of normal business hours. Physical effort may be involved in moving, connecting, or troubleshooting equipment.

Benefits:

Employees of the U.S. Probation Office are eligible to receive benefits which include participation in the Federal Employees Retirement System, Thrift Savings Plan, choice of a health benefit plan, life insurance, optional long-term care and long-term disability, optional vision, optional dental, annual/sick leave, federal holidays and periodic salary increases.

How to Apply:

Applicants who meet all qualifications must submit the following items in PDF format online at:
<https://www.pawp.uscourts.gov/careers>

Please reference position #22-13

- Letter of interest
- Detailed resume including education, previous employment, and salary history
- List of three references
- Application for Judicial Employment (AO78)

Please include the position title and announcement number in your letter of interest.

Any applicants that fail to submit all four requested items will not be considered

Disclosures:

- Applicants must be United States Citizens or eligible to work in the United States.
- U.S. Probation reserves the right to modify the conditions of this job announcement or withdraw the announcement. If a subsequent vacancy of the same position type becomes available within a reasonable time of the original announcement, the U.S. Probation & Pretrial Services Office may elect to select a current candidate from the original qualified applicant pool.
- Qualified applicants selected may be administered a written test.
- Only the most qualified persons will be invited to a personal interview.
- Reimbursement for travel and expenses is not authorized.
- A valid driver's license is required.
- This office may contact references on top candidates and may contact former employers.
- Subject to Electronic Funds Transfer (EFT) of salary payment.
- This Court is an Equal Opportunity Employer.
- Only the most qualified individuals will be invited for a personal interview. No phone calls please. Due to the expected high volume of applications, U.S. Probation cannot respond to inquiries.
- Lifting of 50 pounds required