



Notice of Career Opportunity



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

Position Title: Probation Support Technician II
Vacancy Number: 24-05
Opening Date: March 29, 2024
Closing Date: Open until filled
Duty Stations: Pittsburgh, PA
Appointment Type: Permanent
Salary Range: CL 24 (\$44,885 starting - \$73,003 ending) Table PIT
Starting salary will be based on qualifications and experience.
Salary matching not guaranteed.

First consideration given to applications received by April 28, 2024, 11:59PM EST.

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 80 employees including probation officers and administrative support staff. The Probation Office headquarters is located within the Joseph F. Weis, Jr. U.S. Courthouse, Suite 3330, 700 Grant Street, Pittsburgh, PA, with divisional offices 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.

About the Position

Probation Support Technicians provide technical, administrative, and case management support to probation officers and other staff in a wide range of areas, including, but not limited to, assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, meeting/greeting clients and performing other similar duties as assigned in accordance with approved internal procedures and policies.

Representative Duties

- Conducts case file reviews and advises officers and officer assistants of matters needing their attention. Makes chronological entries in supervision case records.
- Assists officers in the performance of post-conviction reports including, but not limited to, running record checks through local and national databases; contacting various local, state and national law enforcement and regulatory agencies to collect record information (i.e. new arrest, violation proceedings), and inputting data into PACTS.

- Observes and conducts same sex drug testing on persons under supervision in a controlled environment. In accordance with local and national policy, follows chain of custody protocol when reporting drug testing results. Sends specimens to national contract laboratory for confirmation as instructed.
- Drafts and submits collateral investigations for districts throughout the country which may include placing telephone calls, collecting records, as well as maintaining files and case records.
- Review, reconcile, and input monthly treatment invoices. Monitors the accurate submission of billing documents to ensure the appropriate disbursement of funds. Enters the data into PACTS and runs validation reports for each invoice. Sends notice to vendors advising of all invoice adjustments.
- Contact the treatment providers telephonically and in writing to address billing errors and failure to abide by contract requirement.
- When necessary, travel to vendor sites to attend meetings.
- Perform additional duties as assigned.

Qualifications

Minimum Required Education and/or Experience –

- High school diploma or equivalent is required along with two years' general clerical experience. Education above the high school level may be substituted for required general experience based on one academic year (30 semester or 45 quarter hours of undergraduate study) equals one year of general experience.

Selective Factors

- Skill in use of automated equipment including mobile devices, word processing, spreadsheets, database applications, and various other types of software.
- Ability to organize and prioritize duties as assigned.
- Ability to work under pressure and with short deadlines while maintaining a positive and professional demeanor.
- Ability to exercise discretion and sound judgment, maintain confidentiality, foster high ethical standards, and demonstrate integrity in meeting the district's vision, mission, and goals.
- Ability to interact and communicate effectively (orally and in writing) with the Court, attorneys, treatment providers, co-workers, people of diverse backgrounds, and others.

Preferred Skills

- Associate degree or higher from an accredited college or university in a field of academic study, such as criminal justice, criminology, psychology, sociology, human relations, or business or public administration.

Background Investigation

As a condition of employment, a criminal background check will be completed. A student internship will be denied if the background investigation reveals factors that compromise security or lead the investigator to determine that the student background characteristics may conflict with the Judicial Code of Conduct for employees.

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. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

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 #24-05

- Letter of interest, which includes a narrative statement that addresses your qualifications, skills, and relevant experience;
- Detailed resume including education, previous employment, and salary history; and
- Your two most recent performance evaluations, if available; and
- Application for Judicial Employment (AO-78)

Application forms are available on the Probation and Pretrial Services Office for the United States District Court for the Western District of Pennsylvania website at <https://www.pawp.uscourts.gov/careers> in a fillable format. Please type or print all information, sign, and date forms where indicated. *Incomplete packets may not be considered.* Verification of employment, education, and reference checks will be made prior to any offer of employment.

Disclosures

- Applicants must be a 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 to a written or skills specific test to gauge proficiency level.
- Reimbursement for travel and expenses is not authorized.
- A valid driver's license is required.
- The announcement may result in one or more selectees.
- This office may contact references and 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.