



U.S. Probation Office
Eastern District of California
501 I Street Suite 2500
Sacramento, CA 95814
(916) 930-4300

Bakersfield Pay Table:

CL-24: \$51,598 - \$83,859 per annum

Visalia Pay Table:

CL-24: \$44,482 - \$72,295 per annum

Candidates appointed at CL-24 will have a potential promotional opportunity to CL-25 Probation Services Assistant without further competition (based upon performance, accretion of duties, and budgetary funding.)

(The salary at time of appointment will be set in accordance with the Court Personnel System. Lateral transfers will be considered for probation support technicians currently employed in other districts. A lateral transfer is considered a technician's current Classification Level (up to CL-24) and Step from their current pay table to the pay table of duty station. The agency is unable to match locality pay.)

U.S. PROBATION OFFICE EASTERN DISTRICT OF CALIFORNIA

Vacancy Announcement: 25-07 Probation Support Technician

LOCATION: [Bakersfield or Visalia](#)

STATUS: Full-Time Permanent

POSTED: 5/19/2025

CLOSING DATE: 4 PM on 6/2/2025

REPORTS TO: Supervisory Probation Officer

CLASSIFICATION: CL-24

HOURS: Monday – Friday, 8:00 AM – 4:30 PM

The U.S. Probation Office for the Eastern District of California has an immediate opening for one full-time Probation Support Technician position in Bakersfield or Visalia.

Candidates will find the U.S. Probation Office in the Eastern District of California is a great place to launch or continue a career with the federal court system. We offer a stable, positive and professional work environment, a competitive salary range and full federal benefits. Our agency is currently comprised of 76 staff members and our district headquarters is located in Sacramento with a divisional office located in Fresno. There are currently field offices in Roseville, Redding, Modesto, Visalia, and Bakersfield.

Geographically, the Eastern District of California includes 34 counties in the central valley from the Oregon border to Bakersfield.

Job Summary: The Probation Support Technician provides technical, administrative, and clerical support to probation officers and officer assistants in a wide range of areas, including assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, and performing other similar duties, as assigned.

Representative Duties: The incumbent performs the following duties for the U.S. Probation Office.

Representative duties include, but are not limited to, the following:

- Performs primary receptionist duties by greeting visitors/callers in person and by telephone, answering routine questions, and directing visitors/callers to the appropriate person or department. Route all duty calls to duty officers and maintain a tally of calls per duty officer.

- Conduct case file reviews and advise officers and officer assistants of matters needing their attention. Make chronological entries in supervision case records. Conduct records research and retrieval via telephone or mail to obtain required documentation. Set up new supervision case records and perform various file management tasks. Assist officers in responding to collateral requests for information. Assemble and process information to the Sentencing Commission. Keep various logs and records up to date.
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court.
- Complete various standard forms for submission to the court and legal counsel using information provided by officers, including petitions, orders to the court, and similar documents.
- Operate the local/state law enforcement information retrieval system and Criminal Justice Information System (CJIS) terminals to obtain criminal history information and route the information to appropriate recipients. Obtain fingerprint and credit checks, verifications of employment and education, and send FBI flash notices.
- Open, close, and update information into computerized records, including the Probation Automated Case Tracking Systems (PACTS). Research information from case records and enter into system as appropriate. Screen forms completed by officers and officer assistants and request corrections as needed. Retrieve information from databases and generate periodic reports.
- Participate in problem solving at staff meetings with other support staff, officers, and officer assistants. Make constructive suggestions for improvement in work processes to better achieve goals and objectives. Periodically act as administrative and clerical facilitator to distribute/redistribute work and optimize office support operations, as required.
- Performs other duties as assigned.

Qualifications: The minimum qualification requirements for this position are:

- High school graduate or equivalent
- For placement at Step 1: One year of specialized experience
Consideration for placement at Step 2 - 25: Two years of specialized experience

SPECIALIZED EXPERIENCE:

Progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

Court-Preferred Skills: A Probation Support Technician must possess the ability to communicate effectively with a wide variety of people of diverse backgrounds; ability to work in a diverse office environment with frequent interruptions; ability to maintain a professional and approachable disposition; possess the ability and demonstrate the willingness to increase knowledge and skills; possess the ability and desire to function effectively and harmoniously in the office environment; possess demonstrated and sustained exceptional work performance. The following is a desirable skill; however, is not required: Bilingual (English/Spanish).

Required Clearances: A criminal background investigation (requiring the applicant to be fingerprinted) will be conducted on the person selected for hire.

Citizenship: Applicant must be a U.S. citizen or a lawful permanent resident that is eligible to work in the U.S. and is either currently seeking U.S. citizenship or intends to become a U.S. citizen when eligible. To review citizenship requirements for employment in the Judiciary, please visit <https://www.uscourts.gov>.

Employee Benefits: United States Probation Office employees are Judicial Branch employees and are not covered by Office of Personnel Management (OPM) regulations. They are, however, entitled to the same benefits as other Federal employees. Some of these benefits are:

- Up to 13 days paid vacation per year for the first three years of employment; up to 20 days per year until the 15th year of service; thereafter, 26 days per year. Sick leave earned at four hours per pay period (13 days per year).
- Participation in the Federal Employees Retirement System and in a tax-deferred and/or Roth Thrift Savings Plan (TSP)--similar to a 401K plan (with up to 5% match).
- Voluntary participation in Federal health insurance, dental, and vision programs.
- Voluntary participation in the Federal Employees' Group Life Insurance Program.
- Up to 11 paid holidays per year.
- Optional enrollment in the Federal Long Term Care Insurance Program (FLTCIP), Federal Judiciary employees' Flexible Spending Accounts (FSAs) and commuter benefits programs.
- Time-in-service with other Federal agencies and prior military service will be taken into consideration in computing employee benefits.

Application Process: To apply for this position, qualified candidates are required to submit the following **in one pdf document in the following order:**

- a cover letter addressed to Chief U.S. Probation Officer Mindy McQuivey, U.S. Probation Office, 501 I Street, Suite 2500, Sacramento, California 95814 **with your preferred duty station and the strengths and values you bring to this position.**
- a current detailed resume (including training that you have completed and certifications obtained)
- AO-78, Federal Judicial Branch Application for Employment (Revised 5/2024) (download from <https://www.caep.uscourts.gov> or <https://www.uscourts.gov>)
- please email the titled pdf document (**Last Name – First Name – 25-07**) to caep_hr@caep.uscourts.gov

Failure to submit the above documents in one pdf document will result in immediate disqualification. Incomplete applications will not be considered, retained, or returned. Only one application per candidate will be accepted for this announcement.

- All employees (except law enforcement officers) of the U. S. Probation Office are considered “at will” employees and, as such, can be terminated with or without cause by the Court.
- The U.S. Probation Office, Eastern Judicial District of California, is headquartered in Sacramento, with offices in Roseville, Redding, Modesto, Fresno (Divisional Office), Visalia, and Bakersfield. Although it is the agency’s practice to try to accommodate individual duty station preferences, all employees of the U.S. Probation Office are subject to transfer to any office in the judicial district, if necessary, to perform the work of the courts. The individual’s duty station is at the discretion of the Chief.
- The U.S. Probation Office is not authorized to reimburse candidates for testing, interviewing, or relocation expenses.
- Applicants must possess a valid driver’s license.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The office reserves the right to amend or withdraw any announcement without written notice to applicants.
- The officer’s performance will be monitored closely during the first year in this position.
- Due to the volume of applications received, only applicants who are tested and/or interviewed will receive a written response regarding their application status.
- **Applications received after 4 PM Pacific Standard Time on 6/2/2025 will not be considered.**
- The U.S. Probation Office for the Eastern District of California is an Equal Opportunity Employer.

Job Title	Probation Support Technician	CL - 24
Occupational Group*	Operational Court Support	

Job Summary

The Probation Support Technician provides technical, administrative, and clerical support to probation officers and officer assistants in a wide range of areas, including assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, and performing other similar duties, as assigned.

Representative Duties

- Conduct case file reviews and advise officers and officer assistants of matters needing their attention. Make chronological entries in supervision case records. Conduct records research and retrieval via telephone or mail to obtain required documentation. Set up new supervision case records and perform various file management tasks. Assist officers in responding to collateral requests for information. Assemble and process information to the Sentencing Commission. Keep various logs and records up to date.
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court.
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- Participate in problem solving at staff meetings with other support staff, officers, and officer assistants. Make constructive suggestions for improvement in work processes to better achieve goals and objectives. Periodically act as administrative and clerical facilitator to distribute/redistribute work and optimize office support operations, as required.
- Provide general clerical office support by performing any or all of the following tasks: Answer telephones and take messages; copy and distribute documents; send and receive faxes and electronic mail messages; process travel and expense reimbursement documents; receive and distribute mail; attend meetings and take minutes; provide backup reception assistance; order and store office supplies; assist officers and officer assistants with word processing or other computer matters.

Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

Probation and Law Enforcement

- Knowledge of the roles and functions of the federal probation office. Knowledge of the practices and procedures used in probation and court processes, including knowledge of the administrative requirements to support these activities. Knowledge of the criminal justice system as it relates to federal probation policies and procedures.
- Knowledge of standardized forms and documents used in both the presentence investigation and supervision disciplines. Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities. Knowledge of legal terminology. Ability to follow safety procedures. Ability to compile information (such as background checks and criminal histories) within established time frames. Ability to identify and

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Occupational Group*	Operational Court Support	

<p>resolve problems and refer unusual or complex issues to office manager or probation officers.</p> <ul style="list-style-type: none"> • Ability to organize and prioritize work. Ability to work under pressure of short deadlines and handle multiple tasks. Ability to follow detailed instructions accurately. <p>Judgment and Ethics</p> <ul style="list-style-type: none"> • Knowledge of and compliance with the <i>Code of Conduct for Judicial Employees</i>, and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. <p>Written and Oral Communication/Interaction</p> <ul style="list-style-type: none"> • Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders. Ability to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders. <p>Information Technology and Automation</p> <ul style="list-style-type: none"> • Skill in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software. Ability to use computer software and database systems to perform record checks, compile criminal history information, and perform similar activities.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to sort, collect, compile, track, and maintain varied and technical information to support officers and officer assistants in the performance of their responsibilities involving the investigation and supervision of offenders. Incumbents' performance of administrative and clerical related tasks allows the officers and officer assistants to perform more high level tasks directly involved with offenders.

Factor 3 – Complexity and Decision Making

The tasks performed take some time to learn and may vary daily. Standardization and guidelines govern many of the administrative and clerical processes. Incumbents make decisions based on knowledge of the policies and practices relevant to their work. While job assignments are completed independently, the work is reviewed for completeness and accuracy by a supervisor or an officer.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are other office staff members and other court unit staff for the purpose of conducting research and maintaining accurate and up-to-date information in case files.

Factor 4B – Interactions with External Contacts

The primary external contacts are employees of collateral agencies (local law enforcement offices, U.S. Attorney's Office, etc.) for the purpose of obtaining and verifying information. Incumbents may also have contact with vendors for the purpose of maintaining an inventory of supplies and with the general public in the role of backup receptionist.

Factor 5 – Work Environment and Physical Demands

Work is generally performed in an office setting, where persons with violent backgrounds may be present. Light lifting of boxes of case records and office supplies is required.

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*Occupational Group:

Operational Court Support Positions = **O**
 Administrative Court Support Positions = **A**
 Professional Administrative Positions = **PA**
 Professional Line Positions = **PL**