

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.
- 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.
- 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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resolve problems and refer unusual or complex issues to office manager or probation officers. • Ability to organize and prioritize work. Ability to work under pressure of short deadlines and handle multiple tasks. Ability to follow detailed instructions accurately. Judgment and Ethics • 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. Written and Oral Communication/Interaction • 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. Information Technology and Automation • 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**