



**UNITED STATES PROBATION OFFICE
EASTERN DISTRICT OF CALIFORNIA
POSITION VACANCY ANNOUNCEMENT**

OPENS: August 22, 2016

CLOSES: September 16, 2016

POSITION TITLE: INFORMATION TECHNOLOGY TECHNICIAN II

LOCATION OF POSITION: U. S. Probation Office, Fresno, California

**CLASSIFICATION LEVEL/
SALARY RANGE:** CL-25: \$39,171 - \$63,664* (Fresno)

(*Starting salary dependent upon experience, qualifications, and salary history.)

ANNOUNCEMENT NUMBER: 16-ITT-3

POTENTIAL PROMOTIONAL OPPORTUNITY TO CL-26 AFTER TWO YEARS WITHOUT FURTHER COMPETITION.

Organization: The Eastern District of California includes 34 counties in the central valley from the Oregon border to Bakersfield. District Headquarters is located in Sacramento, and a divisional office is located in Fresno. There are currently field offices in Roseville, Elk Grove, Redding, Modesto, Visalia, and Bakersfield.

Job Summary: The Information Technology Technician II is part of the information technology team that performs end user support activities. At this level of function, the technician provides help desk support for end users and provides technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. This position performs routine to moderately complex troubleshooting for hardware and software systems.

Representative Duties: Under the supervision of the Systems Manager, and as a member of Probation's Information Technology Unit, the incumbent performs the following duties for the U. S. Probation Office and U. S. Pretrial Services Office throughout the District --

Duties include, but are not limited to, the following:

- Respond to help desk calls and emails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.

- Prepare and maintain the documentation and standard operating procedures and checklist for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer systems problems.
- Recommend hardware, equipment, and software updates.
- Responsible for other duties as assigned.

Qualifications: The minimum experience and education requirements for a CL-25/Step 1 – High school graduate or equivalent* and one year of specialized experience.

For placement at CL-25/Step 2 to 25 – High school graduate or equivalent*and at least two years of specialized experience.

*An equivalent to a high school graduation can be either a GED or other recognized certificate or a like number of years of automation experience. For example, one year of automation experience equals one year of high school.

Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

Court Preferred Skills: The Information Technology Technician II must have good technical, troubleshooting, and communication skills and be able to advise non-automation personnel in automation techniques and processes. Ability to work in a diverse office environment with frequent interruptions. Ability to maintain a professional and approachable disposition. Training experience a plus.

Special Working Conditions: Considerable physical effort may be involved in moving, connecting, or troubleshooting equipment and running network cabling. Overnight travel to divisional offices is required. Additionally, overnight travel to other states is required for training. Some travel requires the incumbent to drive either their personal vehicle or a government vehicle; therefore, the incumbent must possess a valid drivers license and be able to drive a vehicle for extended distances throughout the District. Periodic work during non-business hours is required.

Required Clearances: The person selected for this position will be required to submit to and successfully complete a background investigation which includes fingerprinting and a credit check. Every five years thereafter, he/she will be subject to an updated background investigation similar to the initial one.

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.

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.

- Voluntary participation in a Federal health insurance program, dental, and vision program.
- Voluntary participation in the Federal Employee's Group Life Insurance Program.
- Up to 10 paid holidays per year.
- Optional enrollment in the Federal Judiciary employees' long-term care insurance, Flexible Spending Accounts (FSAs) and commuter benefits program.
- Time-in-service with other Federal Agencies and prior military service will be taken into consideration in computing employee benefits.

Application Process:

All applicants are **required** to submit the following in **one pdf document in the following order**–

- * an introductory cover letter indicating the reason the applicant is seeking the position and their preferred duty station. Cover letter should be addressed to Robert A. Ramirez, Chief U. S. Probation Officer, U. S. Probation Office, 501 I Street, Suite 2500, Sacramento, CA 95814
- * AO78 Federal Judicial Branch Application for Employment (obtained from website below)
- * any additional attachments applicant would like to submit (i.e., professional certifications)
- * title the pdf document as follows: Last Name - First Name - 16-ITT-3

E-mail to: caep_hr@caep.uscourts.gov

Application forms may be obtained from our website at <http://www.caep.uscourts.gov/career-opportunities>

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.

- * Although it is the agency's practice to try to accommodate individual duty station preferences, all employees of the United States Probation Office are subject to transfer to any office in the district, if necessary, to perform the work of the courts.
- * 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 is not authorized to reimburse candidates for interview or relocation expenses.
- * 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.
- * More than one position may be filled from this announcement.
- * Due to the volume of applications received, only applicants who are tested and/or interviewed will receive a written response regarding their application status.
- * Upon entrance-on-duty, all new employees (including employees transferring from other Districts and/or other Federal agencies) are placed on a probationary status for a one-year period. Failure to successfully complete the probationary period may result in termination of employment.
- * Applications received after September 16, 2016, will not be considered.

****THE UNITED STATES PROBATION OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER ****