

Commit to Excellence



**UNITED STATES PROBATION &
PRETRIAL SERVICES OFFICE
DISTRICT OF IDAHO**

The United States Probation and Pretrial Services Office for the District of Idaho is accepting applications for the position of Information Technology Specialist. There are five offices within the District of Idaho: Boise (headquarters office), Coeur d'Alene, Moscow, Twin Falls and Pocatello. Assignment of all positions is at the discretion of the Chief Probation Officer.

Announcement Number: 2012-PR-01

Position Title: Information Technology Specialist
Full-Time Permanent Position

Location: Coeur d' Alene, Idaho

Classification Level: Court Personnel System (CPS), CL 25-26

Salary Range: CL 25 - \$37,941 - CL 26 - \$67,951
Depending on Experience (Table 01: RUS)

(Note: Future promotion potential up to the CL 27 without further competition)

Closing Date: Position open until filled. Preference given to applications received before close of business, May 4, 2012.

NOTE: The Court reserves the right to cancel and/or modify this position announcement, as needed.

POSITION OVERVIEW:

The United States Probation and Pretrial Services Office for the District of Idaho is accepting applications for the position of **Information Technology Specialist**. This position will be located in the United States Courthouse in Coeur d'Alene, Idaho. The primary focus of the job is to install, support, and troubleshoot hardware and software based on the understanding of the needs and priorities of the end users.

IT Specialists are very customer service oriented with users, as well as members of other courts. They must present a professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do. Successful applicant must be mature, responsible, have self-initiative, be organized and meticulous;

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possess tact, good judgment, and the ability to work with a wide variety of people. Prior to appointment, the final Candidate must undergo a full field background investigation as a condition of employment.

The District of Idaho is an evidence-based practices District, and is committed to excellence in the fair administration of justice and to ensuring the safety of our community. As a partner in the national federal probation system, we are guided by the Charter for Excellence and the desire to ensure that each member of our team has an opportunity to develop their skills to their highest capability.

REPRESENTATIVE DUTIES:

- Respond to help desk calls and e-mails from the local office and remote offices, log computer problems and assist with routine problems.
- Install or assist in the installation of upgrades or new or revised off-the self/desktop releases. Set up, configure, install and document hardware and software.
- Provide support for mobile computing devices (iPhones and iPads). Confirm that back-ups are performed.
- Perform inventory control duties. Perform basic system support for telephone systems.
- Train court personnel in relevant hardware and software programs.
- Communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules and procedures.
- Assist in maintaining network system, server maintenance duties, server security and capacity planning for network system including backups and disaster recovery planning.
- Supports and monitors day-to-day operations of the judiciary's WAN, LAN, Data Communications Network (DCN), network nodes, VPN connectivity and peripheral devices with the capability of troubleshooting technical issues without extensive assistance.
- Configure and trouble-shoot cell phones and their applications.

MINIMUM QUALIFICATIONS:

- Five (5) years of progressively responsible information technology experience required.
- Capable of building work stations and working on servers.
- Demonstrated ability in critical thinking, self-initiative, and self-direction.
- Willingness to learn new computer skills by being open to new ideas, concepts, and practices.
- Extensive knowledge of theories, principles, and techniques of computer hardware and software, network administration, office automation, database design, Virtual Private Networks, wireless technologies, and electronic communications.

PREFERRED SKILLS:

- Graduation from an accredited four-year college or university with a degree in information technology, computer science or closely related field.
- Microsoft Certified Systems Engineer (MSCE) or Microsoft Certified IT Professional (MCITP) certifications preferred.
- Knowledge and ability to operate in Windows server 2003 and 2008
- Extensive Windows 7 knowledge
- Experience running a WAN
- Knowledge of TCP/IP routing protocols

BENEFITS:

A generous benefits package is available and includes the following:

- Ten (10) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible Benefits Program
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Federal Employees' Group Long Term Disability Program (FGLTD)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)

APPLICATION PROCESS:

Qualified applicants should send a **letter of interest**, **current resume**, and a **completed AO-78, Application for Federal Employment, form*** in person, by mail or by e-mail which must be received by 5 p.m. MST on Friday May 4, 2012 to:

United States Probation & Pretrial Services Office

Attn: Julie Dunn, Human Resources

550 West Fort Street,

Boise, ID 83724

Careers@id.uscourts.gov

Emails accepted in PDF format

NO FAXES PLEASE

*Application forms (AO-78) are available on our website in fillable format at www.idp.uscourts.gov, or at our **Boise office location**. **Please print or type all information. If your application does not provide all information requested, or if your applicant packet is not complete or is late, you may not be considered for this position.**

Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

As a condition of employment, all new employees are subject to a background check or investigation which includes an FBI fingerprint check, and retention depends upon a favorable suitability determination.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The District of Idaho requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request.

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Employees of the United States Courts are not included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees.

Due to the expected high volume of applicants for this position, the U.S. Probation & Pretrial Services Office for the District of Idaho will only make contact with those qualified applicants who will be invited for an interview.

THE UNITED STATES PROBATION & PRETRIAL SERVICES OFFICE
IS AN EQUAL OPPORTUNITY EMPLOYER