UNITED STATES PROBATION OFFICE
MIDDLE DISTRICT OF PENNSYVANIA
VACANCY ANNOUNCEMENT/POSITION OVERVIEW

POSITION:	**Information Systems Technician** **Temporary Position – NTE One year**
LOCATION:	**Scranton, Harrisburg or Williamsport PA**
STARTING SALARY*:	**Classification Level (CL) 25 ($42,302 to $69,550)** ***Starting salary depends on education and experience**
CLOSING DATE:	**Applicant packages must be received by email (singular PDF document), mail, or hand delivered to our Scranton, PA office by 5:00 p.m. on Friday October 16, 2020 to be considered.**
ANNOUNCEMENT NO:	**2020 - 04**

IMPORTANT NOTE:

This vacancy announcement will be used to fill a position in our Scranton, Harrisburg or Williamsport PA offices. The specific duties assigned may change based upon the needs of the office.

The starting salary is dependent on qualifications and experience. The U.S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement, either of which may occur without prior written notice.

JOB SUMMARY:

Information Systems Technicians are part of the Information Technology team that performs end user support activities. Information Systems Technicians at this level of function provide day-to-day support for end users and provide technical support in installing and configuring computer hardware and software programs. Technicians at this level perform routine to moderately complex troubleshooting and problem solving. Technicians at this level will participate in IT projects by completing simple to moderately complex project tasks as assigned by a Project Leader.

REPRESENTATIVE DUTIES:

These representative duties are not intended to reflect all duties performed by positions covered by this benchmark:

- Provides day-to-day support and training to Pretrial Services staff, and Probation staff including, but not limited to Microsoft Office 365 applications, Adobe Acrobat, national

and customized applications.

- Prepares (may include imaging, configuration or other duties) and distributes new hardware including, but not limited to, PC desktops, laptops, printers and mobile devices.
- Installs and configures new or upgraded software applications.
- Utilizes skill and experience to troubleshoot and resolves PC equipment, software, printing and related technical problems.
- Provides assistance in procurement and inventory taking of automation related systems.
- Completes moderately complex technical or analytical project tasks as assigned by Project Leader.
- Travels to other divisional offices when necessary.
- Performs other automation related duties as required.
- Creates documentation regarding support and/or project activities.
- Other duties as required.

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

Information Technology Functional Expertise

- Knowledge of technology hardware and software programs. Knowledge of telephone and wireless systems. Skilled in performing routine to moderately complex support for hardware, software and a variety of electronic devices (desktop and laptop PCs, displays, printers, scanners, mobile devices, audio-visual equipment, etc.). Ability to implement, operate, and document information technology systems. Ability to effectively train/guide users, install and configure software, build and maintain hardware images, anti-virus and other security concerns on desktops or laptops.

Written and Oral Communication/Interaction

- Ability to communicate technical information clearly and effectively (orally and in writing) with individuals of diverse backgrounds to provide information and impart knowledge. Treats others with respect and professionalism. Resolves difficulties constructively.

Judgment and Ethics

- Ability to consistently demonstrate sound ethics and judgment. Complies with the *Code of Conduct for Judicial Employees.*
- Routinely values team members and treats others with respect and professionalism. Works cooperatively and maintains a positive attitude toward work, business users and team.

Continuous Learning

- Develops relevant knowledge, keeps up with developments in technology and/or areas of expertise. Effectively learns new skills. Openly seeks feedback from others and shares knowledge.

Adaptability

- Is accepting of change, responsive to new information and situations, adjusts to new practices, procedures and/or responsibilities, viewing them as opportunities for growth.

Budget, Finance, and Procurement

- Knowledge of internal controls concerning procurement, inventory and receiving of materials, including property management internal controls.

Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to install, support and troubleshoot basic to moderately complex hardware and software issues based on the understanding of the needs and priorities of the end users. IS Technicians are very customer-service oriented with users, as well as member of other courts. They must present a professional and capable persona to engender trust and reliability. IS Technician errors in judgment could affect the functioning of the entire court and reflect badly on the unit. IS Technicians complete and document Help Desk tickets as well as technical project tasks. They organize work effectively and complete expected volume of work. They display flexibility to adjust to changing priorities.

Factor 3 – Complexity and Decision Making

Adept at identifying problems, collecting information and determining its relevancy and accuracy. Uses experience and skills to generate and evaluate alternatives to solving problems. Generally demonstrates ability to complete tasks without significant guidance. Technicians may make problem-solving decisions on their own or may seek guidance from other IS Technicians with a higher level of knowledge and experience.

Factor 4A – Interactions with Judiciary Contacts

The primary judiciary contacts are peers, court unit staff, pretrial services staff and probation staff and Administrative Office staff. Interactions are for the purpose of coordinating end user technical support, troubleshooting and resolving computer related problems as well as completing project tasks.

Factor 4B – Interactions with External Contacts

The primary external contacts are staff from other Districts, the AO, as well as hardware or software vendors for the purpose of troubleshooting problems, installing new or upgraded systems, or sharing best practices.

Factor 5 – Work Environment and Physical Demands

Work is performed in an office setting. Employees may be required to lift and move moderately heavy items, such as computer equipment. Occasional work outside of normal business hours is required. Occasional travel inside and outside the Middle District of Pennsylvania is required.

QUALIFICATIONS:

The minimum requirements for consideration for this position are as follows:

- High school graduate or equivalent.
- One year of specialized experience. This is progressively responsible experience that is closely related to the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties for the position.

Preferred Skills and Qualifications:

- Preference will be given to those candidates with higher education including the completion of a college degree from an accredited university.
- Possess good writing and oral communication skills and the ability to work independently.
- Microsoft Active Directory experience.
- VMware Server and Virtual Desktop experience.
- Apple Laptop and iPhone experience.

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The successful applicant must:

- Possess good multi-tasking skills and have strong interpersonal/verbal communication skills.
- Be a team-player and flexible in a changing environment.
- Possess good computer skills, utilizing word processing and database applications.
- Maintain confidentiality and practice a good work ethic.
- Be customer-service orientated with users. Present a professional and capable persona to ensure trust and reliability in what they are saying and telling their users to do.

Benefits

Employees of the United States Probation and Pretrial Services Office are Excepted Appointments and are not included in the government's competitive service classification system. Positions are covered by the Court Personnel System. This temporary position is eligible for health insurance benefits. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

Reasonable Accommodation

If an applicant requires a reasonable accommodation for any part of the application process, please notify the Human Resources Specialist at (570) 207-5844.

How To Apply

Applicant packages must be received by email (singular PDF document), mail, or hand delivered to our Scranton, PA office by 5:00 p.m. on Friday October 16, 2020 to be considered.

United States Probation Office
Attention: Office of Human Resources (Job Announcement # 2020 - 04)
235 North Washington Avenue
P.O. Box 191
Scranton, PA 18501

Email Application to: PAMPML_HR@pamp.uscourts.gov

To be assured consideration for this position, all required documents listed below must be included in your application package. You must reference the vacancy announcement number in your letter of application.

1. Letter of application that describes your interest in pursuing this position;
2. Completion of the form AO-78-Federal Judicial Branch Application of Employment; The application can be accessed at: https://opportunities.ilnb.uscourts.gov/Employment/application_for_employment.pdf
3. Résumé with three references;
4. Copies of two most recent performance-based evaluations.

Please note the following information:

- The Court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the successful candidate.
- Candidates progressing beyond the initial interview phase may be tested for eligibility.
- Only applicants who are interviewed in person will receive a written response regarding their application.
- The U.S. Probation Office reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to the applicants.

Posting may be viewed at:
http://www.pamp.uscourts.gov/career-opportunities

The United States Probation Office is an Equal Opportunity Employer