



United States Courts

District of Montana

Vacancy Announcement

02D:2022

Position Title:	Information Technology Technician
Duty Station:	District of Montana Clerk's Office in Great Falls
Starting Grade/Salary*:	CPS CL 24 – CL 25 (\$39,621 - \$71,167)
Announcement Date:	August 16, 2022
Application Deadline:	Open until filled, with preference given to applications received by August 30, 2022
Status:	Full time

*Starting salary and grade will be determined based on experience and qualifications. The individual chosen for this position may be eligible for future promotion without competition.

Position Overview

The information technology (IT) technician provides support for end users and provides technical support in installing and configuring computer and software programs. At the higher level, performs routine to moderately complex troubleshooting for hardware and software systems. The IT technician position will be based in Great Falls, Montana with occasional travel to Helena and other sites. Standard federal per diem and travel allowance will be provided while performing duties away from home station. The successful candidate will work in a team environment and reports to the IT Supervisor.

Duties and Responsibilities

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems. Issues that are not quickly resolved may be escalated to the next level. Provide assistance and support to end users on applications such as Outlook, Word, Excel, Teams, Adobe and court-specific applications. Assist with creating user accounts and providing end-user training.
- Install or assist in the installation of new software and software upgrades. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access.
- Confirm that network back-ups are run.
- Perform inventory control duties.
- Provide end users with basic system support for telephone systems.
- Perform basic system support for VoIP system, such as additions, deletions, and moves.
- Provide courtroom A/V support for court hearings both locally and remote.
- Provide Zoom support for court staff.

- Prepare and maintain documentation, standard operating procedures, and checklists for end users and other technicians.
- Troubleshoot hardware and software problems.
- Maintain contact with other information technology court personnel for the purpose of keeping abreast of developments, techniques, and user programs.
- Monitor day-to-day operations of the equipment and systems. Provide technical expertise in solving computer system problems.
- Recommend hardware, equipment, and software updates.
- Other duties as assigned.

Minimum Qualifications and Requirements

- Candidates must have a high school diploma or equivalency. A college degree or professional IT certification strongly preferred.
- Prior experience providing phone, remote, and in-person help/service desk support
- Advanced knowledge of Windows and Microsoft Office Suite is preferred.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption. Must be comfortable soliciting and providing critical feedback from team, as needed.
- Excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.
- Availability to provide alternate divisional office, after-hours, or weekend support as needed.

Conditions of Employment

The selectee will be subject to an FBI background check (fingerprints). Employment will be considered provisional until the FBI background check is completed. The selectee must be a United States citizen or meet appropriations act citizenship requirements for federal employment.

Employees of the federal judiciary must adhere to all Judicial Conference regulations, must follow the policies outlined in the Guide to Judicial Policy, and are bound by the ethical standards established by the chief judge and the Code of Conduct for Judicial Employees.

Employees of the federal judiciary are considered “at will” employees and are not covered by the Office of Personnel Management’s civil service classification system or regulations. Employees are required to use electronic fund transfer for payroll (direct deposit).

Application Procedure

Qualified applicants should submit by email only the following materials in PDF format:

- A letter of application summarizing the applicant’s qualifications;
- A current resume detailing relevant experience, dates of employment and functions managed.

- A completed application for judicial branch employment, form AO-78. (Note: the last page of the AO-78 requires a conventional signature);
- A list of at least three professional references.

Applications should be submitted via the Online Application Portal:

<https://opportunities.ilnb.uscourts.gov/Employment/appform.cfm?ref=p4ezazbn&pos=02D2022>

Please contact the Human Resource Department if you require alternative application submission options at 406-542-7113 or email human_resources@mtd.uscourts.com .

The Court will provide acknowledgement of received applications via an immediate response in the application portal. Due to the expected volume of applications further communication will be limited to those applicants chosen for additional screening and/or interviews.

Benefits

Employees of the United States District Court serve under an Excepted Appointment and are considered “at will” employees. Judiciary employees are eligible to participate in the federal health, dental, vision, and life insurance benefits, paid annual leave, paid sick time and receive eleven paid holidays per year. Judiciary employees are not covered by the Office of Personnel Management’s civil service classification system or regulations. Additional information regarding the U.S. Courts, the Judicial Code of Conduct, and federal benefits can be located at www.uscourts.gov.

The United States Courts are an Equal Opportunity Employer.



TOTAL COMPENSATION STATEMENT

*** SAMPLE FOR ILLUSTRATION PURPOSES ONLY ***

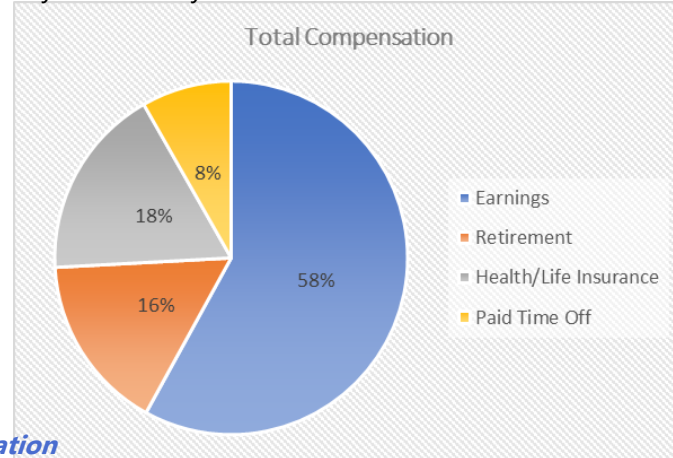
POSITION: Information Technology Technician, Full-time
LOCATION: Great Falls, MT
STARTING LEVEL: CL 24 Step 25
SALARY: \$49,549 per Annum

The Federal Judiciary provides a generous benefit package which, in addition to salary, is an important component of total compensation. This total compensation statement illustrates the value of the Federal Judiciary benefits. Please be advised that the information is tailored to this position as above, however some of the individual benefit values may vary based on your benefit choices.

EARNINGS	\$49,549
Retirement Benefits	\$13,774
Health/Life Insurance	\$15,028
Paid Time Off	\$7,051

TOTAL EMPLOYER CONTRIBUTIONS \$35,833

Employer contributions represent 41.98 % of total compensation



TOTAL COMPENSATION \$84,402

EMPLOYER CONTRIBUTIONS

Retirement Benefits

- ❖ Retirement - Basic Benefit (FERS) FERS 16.6 – 18.4% of basic pay for FY22, varies by type of employee (FERS, FERS RAE or FERS FRAE)
- ❖ Thrift Savings Plan - Automatic Contribution 1% of Basic Pay for FERS employees
- ❖ Thrift Savings Plan - Employee Matching Up to an additional 4% of Basic Pay
Judiciary matches dollar for dollar for the first 3%, then 50 cents for every dollar contributed after that, up to 5%
- ❖ Social Security 6.2% of earnings up to SS Wage Base

Health /Life Insurance

- ❖ Health Insurance – FEHB Approximately 72% of FEHB Premium
- ❖ Life Insurance – FEGLI BASIC option \$.075 per every \$1,000 of insurance

Paid Time Off

- ❖ Sick Leave 4 hours per pay period = 104 hours per year
- ❖ Annual Leave 4 – 8 hours per pay period based on length of service

0 – 3 years = 104 hours/year

3 – 15 years = 160 hours/year

15+ years = 208 hours/year

- ❖ Paid Holidays 11 federal holidays

ADDITIONAL BENEFITS

- ❖ Dental Insurance, *premiums paid on a pre-tax basis*
- ❖ Vision Insurance, *premiums paid on a pre-tax basis*
- ❖ Flexible Spending Accounts, *contributions paid on a pre-tax basis*
- ❖ Paid Parental Leave, *12 weeks*
- ❖ Long-term Care Insurance
- ❖ Employee Recognition Program
- ❖ Professional Education and Training
- ❖ Benefit and Retirement counseling and training
- ❖ Onsite Gym Available in some Courthouses
- ❖ Employee Assistance Program (EAP)