



United States Probation Office District of Montana

Vacancy Announcement 03P:2017

Position Title:	Information Technology Specialist/Technician
Duty Station*:	Great Falls, Montana
Starting Grade/Salary**:	Depending on experience and qualifications: CL- 25, \$39,796 - CL-27, \$48,170
Announcement Date:	March 29, 2017
Application Deadline:	Open until filled, however preference will be given to applications received by April 14, 2017

* Current position is available in the listed location. Additional positions may be filled from the applicant pool generated from this vacancy announcement. Duty stations within the District of Montana include Billings, Great Falls, Helena, Missoula, Browning, Glasgow, and Hardin. The applicant pool will remain active for up to 12 months, or less, as determined by the Chief Probation Officer.

** The incumbent selected will be eligible for future promotion without further competition at the discretion of the Chief Probation Officer. Education and experience qualifications are listed below.

Representative Duties:

- Provides first line user support and problem resolution for systems related problems for desktop, laptop and mobile device users.
- Setup, install and maintain desktop computers, laptops and mobile devices.
- Installs or assists in the installation of new or revised releases of software.
- Provides training on new programs and databases to all staff members, as well as refresher training as needed.
- Provides routine desktop, laptop, printer, scanner, copier and file server maintenance and data backups as scheduled.
- Perform basic system support for telephone systems, including additions, deletions and moves.
- Develops and maintains internal software to extract information from existing system databases, or to add information to the database.
- Develops software programming as needed and provides training or training material for their use.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Using technical knowledge, assists in securing IT equipment, especially in the office technology areas, or when new applications require new hardware.
- Maintains contacts with other technical court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques and user programs.
- Perform other duties as assigned.

Education and Experience Qualifications:

Minimum Required Qualifications: CL 25 - Bachelor's degree from an accredited college or university in a related field of study or one (1) year of full time specialized experience. CL26 or 27 - Bachelor's degree from an accredited college or university in a related field of study, with superior academic achievement requirements or two(2) years of specialized experience.

Related field of study is a completed degree from an accredited college or university in an area such as but not exclusive to Computer Science, Information Technology, Business Administration or similar degree with an emphasis on Information Systems.

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

Desired Knowledge, Skills and Abilities:

Candidates must have knowledge and understanding of theories, principles, practices, and usage of computer hardware and software. Proficient understanding of computer hardware configuration, software and operating systems (primarily Windows 7, Windows 10 and mobile iOS). Experience with Local Area Networks (LANs) and Wide Area Networks (WANs); Routing services and protocols, Firewalls, Security and Management. Knowledge of data communications security and privacy techniques. Experience with coordinating information technology projects with IT management. Skill in advising and training non-technical personnel in technology techniques and processes. Strong ability to interact effectively and appropriately with non-technical personnel effectively (orally and in writing); providing excellent customer service; resolving difficulties while complying with regulations, rules, and procedures. Requires limited supervision, self-starter, strong time management skills and ability to multitask.

Physical Requirements:

Work is performed primarily in an office setting. Some physical effort, including bending, kneeling and lifting may be involved in moving, connecting or troubleshooting equipment. Travel to divisional and satellite offices is required to implement and support networks and end user systems in remote office locations. Occasional evening and weekend work as necessary for critical systems installation or maintenance. Travel by airplane for out of state training is periodically required.

Employment Requirements and Selection Process:

Applicants must be citizens of the United States or be eligible to work in the United States. Employees are required to use Electronic Fund Transfer for payroll deposit. The Court requires that employees adhere to the *Judicial Code of Conduct*.

The U.S. Probation Office, District of Montana, reserves the right to amend or withdraw this announcement without written notice to applicants. The applicant pool generated from this announcement will remain active for up to 12 months, or less, at the discretion of the Chief Probation Officer.

Benefits:

The U.S. Probation Office of United States District Court is part of the Judicial Branch of the U.S. Government. Employees of the U.S. District Court are considered "at will" employees, and are not covered by the Office of Personnel Management's civil service classification system or regulations. Probation Officers participate in the Federal Employees Retirement System (a mandatory 4.9% salary

contribution) and Thrift Savings Plan (similar to a 401k), optional health, dental, vision, and life insurance benefits, annual and sick leave accrual, and ten paid holidays per year. Information is available at www.uscourts.gov (Careers).

Information for Applicants:

To be considered for this position, applicants must submit the following information:

- 1) Cover letter, summarizing your qualifications, skills, and abilities relevant to this position;
- 2) Current resume;
- 3) Names and contact information for three (3) professional references;
- 4) Form AO-78, Application for Judicial Branch Employment (available at <http://www.mtd.uscourts.gov/us-probationpre-trial-employment-opportunities> . Note: the last page of the AO-78 requires a conventional signature. Do not submit the application without a signature.

Applications will not be considered complete until all of the items listed above have been received; incomplete applications will not be considered. Applications will be reviewed as they are received, with initial application screening beginning on **April 14, 2017**. Interviews will be scheduled at the discretion of the hiring committee. Please submit applications in one of the following ways (no duplicate submissions, please):

Email (preferred): Subject line: USPO Application (last name)
Submit documents as PDF attachments ONLY to:
linda_beddow@mtp.uscourts.gov

U.S. Mail: Linda Beddow, Administrative Manager
U.S. Probation
P.O. Box 7675
Missoula, MT 59807

Fax: Include cover sheet (Attn: Human Resources) and number of pages
406-542-7119

Applicants will receive an email confirmation within 10 days of receipt of their application. Due to the expected volume of applications any further communication will be limited to those individuals contacted for screening and interviews. Applicants selected for interviews must travel at their own expense and relocation expenses are not authorized.

The United States District Court is an Equal Opportunity Employer.