



Vacancy Announcement United States District Court Western District of Arkansas

Position: Information Technology Technician
Location: Fayetteville, Arkansas
Starting Grade Range: CL 25-1 to 25-25
(\$38,334 - \$47,923)
Opening Date: August 16, 2014
Closing Date: August 29, 2014

Overview of Position:

The Western District of Arkansas is accepting applications from qualified candidates for a full-time Information Technology Technician. The position is part of the information technology team and performs end-user support activities. The position assists and reports to the Systems Manager. The position will perform, but is not limited to, the following duties:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems. 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.
- 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 backups are run. Perform inventory control duties.
- Provide cabling and networking support.
- Prepare and maintain the documentation and standard operating procedures and checklists for end-users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Customize programs for local needs and train personnel in use.
- 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 system problems.
- Recommend hardware, equipment, and software updates.

Qualifications:

- Mastery of the latest electronic technology and hardware and software programs.
- Knowledge of telephone and wireless systems.
- Skill in performing routine hardware maintenance.
- Ability to implement, operate, and document information technology systems considering both hardware and software issues.
- Skill in training court personnel in relevant hardware and software programs.
- Ability to manage anti-virus software and other security concerns on the desktop.
- Ability to communicate technical information effectively (orally and in writing) to end-users in a manner that they can understand.
- May be required to lift and move moderately heavy items, such as computer equipment.

Desired Technical Skills:

Familiarity and experience with:

- productivity software, such as WordPerfect, Word, Excel, Acrobat
- network hardware, wiring, protocols, and management software
- wireless technologies
- mobile devices and related apps
- IP-based phone systems
- programming skills or database skills desirable, but not required

Desired Personal Skills:

- Ability to interact effectively and appropriately with others as a team
- Responsible
- Self-motivated
- Analytical and detail oriented
- Courteous and professional attitude

Benefits:

Employees of the US District Court are “At-Will” employees and enjoy civil service benefits as provided to federal government employees. These benefits include participation in the retirement system, health and life insurance programs, holiday and leave accrual, and optional pre-tax programs of long term care and disability, and flexible spending accounts for medical and dependent care expenses.

Other:

A four-year BS degree in a computer-related field is desirable.

Certification by Microsoft or Cisco is desirable.

Some travel will be required, with possible overnight stays.

This position is a full-time position in the Fayetteville office.

The incumbent will answer directly to the Systems Manager for the District Court.

Applicant must be a U.S. citizen or eligible to work in the United States.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

Additional Information:

This position is considered a “high sensitive” position. Prior to appointment, the selectee considered for this position is required to undergo a FBI Background Check and Investigation. The selectee may then be appointed provisionally, and retention will depend upon a favorable suitability determination of the background investigation with periodic updates every five years thereafter.

Resumes must be received by the close of business **Friday, August 29, 2014** to ensure consideration.

E-mail resumes to: jobs@arwd.uscourts.gov or via U.S. Mail to:

U.S. District Court
35 E. Mountain St.
Fayetteville, AR 72701
attn: Dale Wellman