



# U.S. District Court Western District of Arkansas

## Vacancy Announcement 25-ARWD-10 IT Support Specialist

**Position Type:** Full-time, permanent  
**Duty Location:** Fayetteville, Arkansas  
**Grade/Salary Range:** CL 26-27 (\$53,839-\$96,147) Depending upon qualifications and experience. Promotion potential to CL-27 without further competition.  
**Opening Date:** Wednesday, September 3, 2025  
**Closing Date:** Open until filled; preference given to applications received by Friday, September 26, 2025

### POSITION OVERVIEW

The U.S. District Court for the Western District of Arkansas is seeking qualified applicants for the position of Information Technology Support Specialist. The Information Technology Support Specialist provides administrative and technical support to the court in a wide range of areas. They perform routine troubleshooting and support for end user activities. Incumbents also provide technical support in installing, configuring, and maintaining computer hardware and software programs. Information Technology Support Specialists perform routine network administration as well as more complex network administration duties, including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures.

### SUMMARY OF DUTIES

- Monitors day-to-day operations of equipment systems. Diagnose and remedy computing system problems, both hardware and software, utilizing technical resources and other IT staff.
- Install or assist in the installation of new or revised releases of software and national systems.
- Create and maintain data dictionaries. Develop and perform software system testing and validation procedures and documentation.
- Advise the Court in areas of technology support, requirements, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation.
- Respond to questions or requests by judges and court staff.
- Support a large quantity of mobile computing devices.
- Provide instruction and training on use and support of national and locally developed or customized systems.
- Proficient in Active Directory and Windows Operating Systems, including installing and testing software update releases for compatibility with existing hardware systems.
- Provides day-to-day IT support. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving software and computer system problems.
- Develop, implement, and manage large and small-scale projects from inception to delivery, including developing project plans, design plans, and timelines.
- Maintain contact with IT staff in other divisions for the purpose of staying knowledgeable of developments, techniques, and user programs. Stay current on Judiciary developments and trends in technology.
- Using technical knowledge, assist in determining hardware and software requirements.
- Receive, inventory, and configure hardware for deployment as directed by IT management.
- Help maintain and support courtroom Audio/Visual equipment and applications.
- Oversee the administration, operation, back-up, and support of automation, including networking systems (WAN and LAN), servers (Linux, Windows, VMware), remote access, desktop computers and applications, hardware, websites, courtroom technologies, audio-visual systems, telephones, mobile devices, and any new and emerging technologies.
- Occasional travel to other divisional offices.
- Perform other duties as assigned.

## MINIMUM QUALIFICATIONS

- High School diploma or equivalent.
- Two years of specialized experience in office automation systems, data processing and data communications. Experience should include user applications, terminology, and methodology. Demonstrated accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. Thorough knowledge of PC software and hardware in order to provide excellent technical support. Candidate must have excellent communication skills, ability to prioritize, and the ability to work in a team-based environment.

## PREFERRED QUALIFICATIONS

- A bachelor's degree or higher in Information Technology or related field.
- Knowledge of computer systems and networks, including skill in determining causes of operating errors.
- Skill in generating or adapting programs, equipment, and technology to serve user needs.
- Knowledge of software testing methods, practices, and preventive maintenance activities.
- Proficiency in maintaining multiple information technologies systems using programming languages and operating systems.
- Candidate should be a forward-thinking team player, with a can-do attitude and excellent customer service skills.
- Willingness to dig in and work as needed at all levels of IT.
- Ability to prioritize and delegate as needed.
- Experience implementing new technologies.
- Experience using or certification in Cloud services.
- Experience using or certification in Microsoft Systems.
- Knowledge of security software and procedures.
- Experience using Informix, database administration knowledge and experience, and LAN/WAN experience is preferred.

## CONDITIONS OF EMPLOYMENT

Applicants must be a U.S. citizen or be eligible to work in the United States. The applicant selected will be subject to an FBI fingerprint check or investigation and may be subject to periodic updates. An individual may be hired provisionally pending successful completion of the necessary records checks. The position is subject to mandatory electronic fund transfer (direct deposit) for salary payment (bi-weekly). Employees of the United States District Court are appointed in the excepted service, are considered "at-will" employees, and serve at the pleasure of the Court. Employees are required to adhere to the Code of Conduct for Judicial Employees which can be found at [www.uscourts.gov](http://www.uscourts.gov).

## BENEFITS

A career with the U.S. Government provides employees with a comprehensive benefits package. Federal employees and their families have access to a range of benefits that are designed to make your federal career very rewarding. Federal benefits include paid vacation and sick leave, eleven (11) paid holidays per year, and retirement benefits. Optional benefits include health and life insurance, disability insurance, long term care insurance, dental and vision insurance, and participation in the court's flexible benefits program. Please visit <http://www.uscourts.gov/careers/benefits> for additional information.

## APPLICATION PROCEDURES

Qualified applicants should submit a complete packet consisting of:

1. Letter of interest that clearly outlines how your skills, education, and experience relates to the job duties
2. Current and detailed resume
3. Names and contact information of three (3) professional references
4. Completed Application for Judicial Branch Federal Employment (Form AO-78). This form may be downloaded from the U.S. Courts website: <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense. Incomplete packets will not be considered. Email your complete packet to: [jobs@arwd.uscourts.gov](mailto:jobs@arwd.uscourts.gov) (single PDF document preferred). Please reference the vacancy announcement number and title in the subject of the email.

The Court reserves the right to modify the conditions of this job announcement or withdraw the announcement, which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable timeframe of the original announcement, the Clerk of Court may elect to select a candidate from the original qualified applicant pool.

**The United States District Court for the Western District of Arkansas is an  
Equal Employment Opportunity Employer and values diversity in the workplace.**

[www.arwd.uscourts.gov](http://www.arwd.uscourts.gov)