



## Notice of Vacancy

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<b>Position Title:</b>	<b>Information Technology Technician Full-time/Regular, Excepted Service</b>
<b>Announcement No.:</b>	<b>2015-01</b>
<b>Location:</b>	<b>Roanoke, Virginia</b>
<b>Opening Date:</b>	<b>January 11, 2015</b>
<b>Closing Date:</b>	<b>Open Until Filled</b>
<b>Salary Range:</b>	<b>\$35,055 - \$56,974 (CL-24) Starting salary commensurate with qualifications and experience Promotion potential to target grade of CL-25 without further competition</b>

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The U.S. District Court for the Western District of Virginia seeks an information technology professional to perform various end user support activities, including installing and configuring computer hardware and software programs and troubleshooting routine automation problems. The Information Technology Technician is a member of the shared services information technology team that currently provides support for the 9 judicial officers and approximately 130 employees of the Western District of Virginia's seven divisional offices (Abingdon, Big Stone Gap, Charlottesville, Danville, Harrisonburg, Lynchburg and Roanoke). The position is located in the Roanoke divisional office. Occasional travel, including overnight, within and outside the district and after-hours work is required.

### REPRESENTATIVE DUTIES

- Provide day-to-day end user support and assist with training staff in hardware and software programs, including, but not limited to, WordPerfect, Lotus Notes, Microsoft Office, Adobe Acrobat, and national and customized applications.
- Distribute and install new hardware, including, but not limited to, PC hardware, laptops, printers, and mobile computing devices.
- Install and configure new software applications.
- Troubleshoot routine PC equipment and software problems.
- Perform inventory of automation equipment.
- Provide assistance with IT-related procurements when required.
- Perform other automation related duties as assigned.

### QUALIFICATIONS

High school diploma or equivalent and one (1) year specialized experience are required. An associate degree is preferred.

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Specialized experience is progressively responsible technical or administrative experience that provided knowledge of the principles, procedures and practices of information systems, programs, and applications and involved the routine use of automated systems and other computer based systems and applications such as word processing, spreadsheets or databases.

The successful candidate will have knowledge of hardware and software programs and telephone and wireless systems as well as the ability to implement, operate, and document information technology systems, train users, and build and maintain hardware images. The successful candidate will further possess excellent troubleshooting skills. The ability to focus on detail, respond to competing priorities, maintain confidentiality, interact with non-technical systems users in a professional and supportive manner as well as effectively work in a team environment is required. Working knowledge and experience in Windows XP, Windows &, Windows Server 2008 & 2012, Linux, Novell Microsoft Office, and Adobe Acrobat is preferred.

The ideal candidate is a self-directed, highly organized individual who is mature, responsible, and tactful; demonstrates initiative and the ability to exercise good judgment; is able to work harmoniously with a variety of staff at all levels of the organization, providing customer service, resolving difficulties and communicating technical information, orally and in writing, to end users in a manner that they can understand; and maintains a professional demeanor and appearance at all times.

#### **BENEFITS**

For federal benefits information, visit: <http://www.uscourts.gov/Careers/BeneFitForLife.aspx> .

#### **CONDITIONS OF EMPLOYMENT**

Must be a U.S. citizen or meet the citizenship requirements for employment in the Judiciary. Visit the Court's web site at <http://www.uscourts.gov/Careers/CareerCitizenshipRequirements.aspx> for additional information on citizenship requirement. Selectees are subject to a background investigation, including fingerprinting, and subsequent favorable suitability determination. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of salary. The Court requires employees to adhere to the Code of Conduct for Judiciary Employees, which is available for review on the Court's web site at <http://www.uscourts.gov/RulesAndPolicies/CodesOfConduct.aspx>.

#### **HOW TO APPLY**

Qualified persons should submit a letter of interest, a detailed resume, and contact information for three professional references to: Human Resources #2015-01, U.S. District Court, 210 Franklin Rd, Rm 540, Roanoke, VA 24011, or via email to: [careers@vawd.uscourts.gov](mailto:careers@vawd.uscourts.gov). Applications received by close of business January 30, 2015 will receive first consideration.

Incomplete applications will not be considered. Due to the anticipated high volume of applications expected to be received, the Court will communicate only with those individuals who are invited for a personal interview. Unsuccessful applicants will not receive notice.

The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, any of which actions may occur without any prior written notice.

Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. The United States District Court is an Equal Opportunity Employer.

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