

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC 23-09
<u>Posting Dates:</u>	Open until filled
<u>Position Title:</u>	Information Technology Technician
<u>Grade/Salary:</u>	CL 24 – CL 26 (\$47,046 - \$92,995) Salary determined by qualifications and experience as outlined below. Promotion up to CL 28 may occur without further posting or competition.
<u>Position Location:</u>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place NW, Washington, DC 20439
<u>Note:</u>	More than one position may be filled from this vacancy announcement.

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please [visit our public website](#).

Position Overview

The U.S. Court of Appeals for the Federal Circuit is seeking an Information Technology Support Technician to join the Information Technology Office (ITO). The Information Technology Technician position reports directly to the Systems Supervisor. The incumbent will assist the ITO helpdesk staff by providing basic technical assistance to judges, chambers staff, and court staff in the areas of installing, configuring, troubleshooting, and repairing IT hardware and software applications, server and network support, and telecommunication systems support for VoIP and cellular phones. The incumbent will gain and develop hands-on technical experience by performing duties that support major national systems, off-the-shelf software applications, and systems developed and/or customized for local use.

Responsibilities include, but are not limited to:

- Technical Support – Monitors day-to-day operations of IT equipment and systems. Responds to help desk calls and e-mails and logs tickets into the IT ticketing system. Provides tier one technical support, assistance, including physical hardware/software setup, configuration and troubleshooting in a Microsoft Windows environment. Assists the helpdesk staff in

troubleshooting and fixing technical hardware and software program issues. Assists in the installation and maintenance of hardware, new and/or revised releases of national systems, and off-the-shelf software. Assists with courtroom support activities, including audio and video components within the courtroom environment.

- Administration – Participates in creating, configuring, and deleting user accounts and providing end user training. Sets up, configures, installs, and documents basic hardware and software. Provides support for mobile computing devices and remote access. Regularly participates in data backups and system startup and shutdown procedures. Perform basic system support for the Cisco IP telephone system and cellular devices. Provides cabling support. Assists with the implementation and maintenance of wireless connections throughout the court facility.
- Property Management – Performs inventory control duties for IT materials and supplies. Reports inventory additions, moves, and changes to the court’s custodial officer and assists with the completion of physical inventory sightings of IT equipment. Assists with the receipt, configuration, and distribution of new hardware in accordance with the Court’s cyclical replacement policy. Creates and run reports as needed. Assists with the development and eventual implementation of short- and long-range technological improvements.
- Professional Development – Participates in local and national conferences and gatherings to enhance continued professional development as well as sharing and learning ways of improving technology applications for federal courts. Collaborates with ITO staff to identify and develop technology trends that meet specific needs of the court and its users. Assists with the preparation and maintenance of IT documentation, standard operating procedures, and checklists for end users and other technicians.
- General Responsibilities – Communicate and respond to judges, chambers staff, and management requests regarding circuit operations. Communicate clearly and effectively, both orally and in writing, to explain complex operational matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer and quality service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Develop, implement, and maintain written procedures for assigned functions. Comply with the *Guide to Judiciary Policy*, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

At a minimum, candidates must possess a high school diploma or equivalent and specialized experience as outlined below.

- **CL 24 (\$47,046 - \$76,459)**: To be considered at this level, candidates must possess at least one year of specialized experience providing progressively responsible technical support in the information technology field OR a completed bachelor’s degree in computer science or closely related field from an accredited college or university. At least one year of specialized experience must have been at or equivalent to the CL 23 (GS 7).
- **CL 25 (\$51,952 - \$84,465)**: To be considered at this level, candidates must possess at least one year of specialized experience providing progressively responsible technical support in the information technology field OR a completed bachelor’s degree in computer science or closely related field from an accredited college or university. At least one year of specialized experience must have been at or equivalent to the CL 24 (GS 8).

- **CL 26 (\$57,222 - \$92,995):** To be considered at this level, candidates must possess at least two years of specialized experience providing progressively responsible technical support in the information technology field OR a completed bachelor's degree in computer science or closely related field from an accredited college or university. At least one year of specialized experience must have been at or equivalent to the CL 25 (GS 9).

Required Competencies

- Strong customer service skills
- Excellent written and verbal communication skills
- Ability to function as a team player in a fast-paced, team-oriented office environment
- Possess a demeanor and appearance appropriate for a professional office environment
- Proficiency with Windows desktops in a networked environment
- Proficiency with Microsoft 365 applications (including Teams)
- Ability to install, configure, update, and troubleshoot computer hardware and peripherals (including cell phones and tablets)
- Knowledge of IT security best practices and the ability to understand and follow IT security policies and procedures
- Ability to up lift 50+ pounds of IT equipment

Preferred Competencies

- Familiarity with Microsoft Active Directory
- Experience installing and configuring A/V systems (including troubleshooting)
- Experience using Microsoft SharePoint
- Familiarity with VOIP phone systems
- Experience with configuring devices for remote access over a VPN
- Experience with configuring and managing the differences among multiple web browsers (i.e., Internet Explorer, Chrome, and Firefox)
- IT certifications
- Experience using servers and desktops in a virtualized environment

Application Process

To be considered application packages must include:

1. Cover letter of no more than two pages, wherein the applicant describes the required knowledge, skills, abilities, and/or experience that would make them well qualified to fill this position.
2. Resume outlining educational background, employment history, and other relevant information.
3. Completion of the online AO-78, Federal Judicial Branch Application for Employment.
4. Completion of the online cognitive and customer service test.

Once you have the cover letter and résumé (items 1 and 2 above) readily accessible in PDF format, follow the below link to submit your files and complete the online AO-78 and online tests (items 3 and 4 above): <https://www.ondemandassessment.com/link/index/JP-EY5SVXGWM?u=116354>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov.

Benefits Information

A generous benefits package is available to full-time permanent court employees including:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance; Health Care Reimbursement (HCRA) and Dependent Care Reimbursement (HCRA).
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- For more benefit information visit the [Judiciary's Benefits Page](#).

Additional Information

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

This position is on-site in Washington, DC with telework opportunities per the Court's guidelines. This is an Excepted Appointment and At Will position. Federal government civil service classifications or regulations do not apply. As a condition of employment, applicants must successfully complete an FBI fingerprint and background check. This position is subject to EFT (direct deposit of earnings).

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). Under 8 U.S.C. § 1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.