

# UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



## POSITION VACANCY ANNOUNCEMENT

**Vacancy #:** CAFC 23-20

**Posting Dates:** Open until filled

**Position Title:** Courtroom Technology Specialist

**Grade/Salary:** CL 26 – CL 27 (\$57,222 - \$102,201)  
Salary determined by qualifications and experience as outlined below. Promotion up to CL 28 may occur without further posting or competition.

**Position Location:** U.S. Court of Appeals for the Federal Circuit  
717 Madison Place NW, Washington, DC 20439

### 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 a Courtroom Technology Specialist to join the Information Technology Office (ITO). The Courtroom Technology Specialist performs system work related to the design, plan, setup, programming, and maintenance of the courtroom technology, video conferencing equipment, electronic presentation systems, audio streaming, all other sound system equipment, and end-user devices. The incumbent is responsible for developing technology standards, recommending system upgrades, and providing high level and long-term analysis of the court's information technology systems, as well as providing technical/helpdesk support for end users, as needed. The Courtroom Technology Specialist is a member of the Court's ITO, reports to the IT Support Manager, and is expected to participate in ongoing training and professional development. The position may require lifting and moving of moderately heavy items, such as computers and audiovisual equipment. Performing duties during non-business hours will be required.

Responsibilities include, but are not limited to:

- **Technical Support:** Coordinate and perform courtroom technology support activities including the installation, support, and troubleshooting of audiovisual equipment and systems such as av streamer, sound systems, and audio recording. Program Crestron and Extron control systems. Maintain working knowledge of FTR Gold and other digital recording equipment, mixers,

microphones, and amplifiers. Respond to help desk calls and e-mails and log tickets into the IT ticketing system. Provide first-line user support and problem resolution to the desktops, laptops, printers, scanners, monitors, and mobile devices in a Microsoft Windows environment. Assist the helpdesk staff in troubleshooting and fixing technical hardware and software program issues. Assist in the installation and maintenance of hardware, new and/or revised releases of national systems, and off-the-shelf software.

- **Courtroom Technology Administration:** Provide training on the use of technology equipment in the courtroom in order to ensure the smooth operation of technology used in a courtroom environment. Provide instruction, procedural guides, and training documentation to court staff on technology techniques, applications, and utilization of equipment. Provide guidance and support to judges and support staff of the court, miscellaneous bar groups, and various federal agencies who might use the court's technology. Coordinate video and teleconferences for the court, including scheduling, troubleshooting, setting up equipment, initiating calls and staying on hand to monitor equipment. Maintain contact with other Courtroom Technology Specialists throughout the Judiciary for the purpose of staying knowledgeable of developments, techniques, and user programs. Recommend standard policies and procedures pertaining to the introduction and utilization of new courtroom technology and equipment. Test and evaluate new technology prior to application in courtroom environment.
- **Property Management:** Provide quality control in the sustainment and maintenance of all courtroom technology. Perform inventory control duties for IT equipment and supplies. Report inventory additions, moves, and changes to the court's custodial officer and assist with the completion of physical inventory sightings of IT equipment. Assist with the procurement and accountability of all technology equipment. Assist with the development and eventual implementation of short- and long-range technological improvements.
- **Program Development:** Identify and recommend technological enhancements to enhance court operations. Collaborate with ITO staff to identify and develop technology trends that meet specific needs of the court and its users. Assist with the preparation and maintenance of IT documentation, standard operating procedures, and checklists for end users and other technicians.
- **General Responsibilities:** Communicate clearly and effectively, both orally and in writing, to explain complex matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing quality customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. 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 26 (\$57,222 - \$92,995):** To be considered at this level, candidates must possess at least two years of specialized experience providing progressively responsible audiovisual or 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 with superior academic achievement\*. At least one year of specialized experience must have been at or equivalent to the CL 25 (GS 9).

- **CL 27 (\$62,852 - \$102,201):** To be considered at this level, candidates must possess at least two years of specialized experience providing progressively responsible audiovisual focused support in a court environment OR a completed bachelor's degree in computer science or closely related field from an accredited college or university with superior academic achievement\*. At least one year of specialized experience must have been at or equivalent to the CL 26 (GS 10).

*\*Superior academic achievement is defined as:*

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- "3.5" average or better in a legal studies, paralegal studies, or similar major field of study that would prepare a candidate well to perform in this position; or
- Election to membership in Phi Beta Kappa, Sigma Xi, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.

### **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 the design, installation, configuration, administration, and maintenance of AV systems
- Experience programming Crestron and Extron systems
- Certified Technology Specialist (CTS) or similar certification
- 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)

### **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/JB-DAESR7KYI?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](mailto: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.