

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>ANNOUNCEMENT NO.:</u>	CAFC-21-21
<u>OPEN:</u>	November 4, 2021
<u>CLOSE:</u>	Open Until Filled
<u>POSITION TITLE AND SALARY:</u>	Information Technology Technician CL 24 – CL 26 (\$43,542 - \$86,085) Pay is set accordance with judiciary recruitment and promotion policies. This position includes promotion potential up to the CL 28 without further posting or competition.
<u>LOCATION OF POSITION:</u>	United States Court of Appeals for the Federal Circuit 717 Madison Place, N.W. Washington, D.C. 20439

About the Court

The Court of Appeals for the Federal Circuit 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: [Click Here](#)

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 of the Information Technology Technician include:

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.

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.

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.

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.

Required Qualifications

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

- **CL 24:** 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:** 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:** 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 and Information

To be considered, application packages must be complete and submitted using the provided online application system which is accessible by following the link below. Complete packages must include:

1. Cover letter wherein the applicant describes the knowledge, skills, abilities, and or experience that would make her/him well qualified to fill this position
2. Resume outlining educational background, employment history, and other relevant information
3. Completion of online AO-78, Federal Judicial Branch Application for Employment
4. Completion of provided online aptitude and personality tests

Once you have the cover letter and resume files (items 1 and 2 above) readily accessible in PDF format, follow the link below 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-EWJIZEXMG?u=116354>

Applicants who require an exception to the online application process 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:

- 11 paid holidays per year
- Annual leave accrued at the starting rate of 13 days per year
- Sick leave accrued at the rate of 13 days per year
- Federal Employees' Health Benefits
- Federal Employees Dental and Vision Insurance Program
- Retirement benefits
- Thrift Savings Plan (up to 5% employer matched contributions)
- Healthcare and dependent care flexible spending accounts
- Federal Employees' Group Life Insurance
- Commuter public transit benefits
- Long-Term Care Insurance
- On-site gym

Other Information

Only those applicants selected for an interview will be contacted and must travel at their own expense. Reimbursement for relocation is not available. 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 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). The incumbent selected for this position will be subject to a one-year probationary period.

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 United States Court of Appeals for the Federal Circuit is an Equal Employment Opportunity employer