

United States Bankruptcy Court District of South Carolina

Vacancy Announcement 24-04 *Information Technology Technician I*



Columbia, South
Carolina

www.scb.uscourts.gov



Position Details

Salary Range:

\$47,966 - \$77,966 (CL 25)

**Starting salary will be at the CL 25 classification. The salary usually begins in the low to middle portion of the range provided above, depending upon qualifications, experience, and guidelines of the Administrative Office of the U.S. Courts. Promotion to a higher level is dependent on the needs of the office, assigned work duties, and individual performance.*

Closing Date:

Open until Filled

Preference Given to Applications

Received by **May 10, 2024**

Benefits Include:

- Accrual of paid vacation and sick leave
- 11 paid holidays
- Telework opportunities
- 40-hour work week
- Participation in the federal pension program
- Employer-matching contributions (up to 5%) to the federal employee retirement savings plan (similar to 401K)
- Health Insurance
- Dental, Vision & Life Insurance
- Flexible Spending Accounts

The United States Bankruptcy Court for the District of South Carolina is seeking applicants for a full-time Information Technology Technician I in its Columbia office. The Court's Information Technology Team is one of the most progressive within the federal court system. The team is committed to innovation and continuous improvement of the bankruptcy court system through technology.

The position offers an excellent opportunity to start or continue a career in federal service. The Clerk's Office currently consists of 22 employees located in three divisions throughout the district (Charleston, Columbia, and Greenville) who support three bankruptcy judges. The Clerk's Office offers a stable, friendly, and professional work environment.

Position Overview:

The Information Technology Technician I is part of the information technology team that performs end user support activities. At this level of function, technicians provide help desk support for end users and provide technical support installing and configuring computer hardware and software programs. Information Technology Technicians I perform routine to moderately complex troubleshooting for hardware and software systems, provide direct support to all court users, and should be able to provide excellent customer service. The position is also responsible for providing support and maintenance of courtroom audio/visual technology, sound systems, and video conferencing systems.

This position is designed as an entry- to mid-level position. The duties described herein are performed by an Information Technology Technician I and do not reflect all duties performed by positions covered under this classification.

Position Duties & Responsibilities:

- Serve as a central point of information and assistance for end users. Respond to help desk calls and e-mails, log problems (computer, printer, courtroom equipment, etc.) in ticketing system, analyze help desk logs to minimize future issues, and resolve issues in a timely manner.
- Configure, install, troubleshoot, and document software/hardware problems. Provide information and assistance to users on applications such as word processing and data entry.
- Create user accounts. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software changes or updates.
- Provide technical and end-user support for mobile computing devices and remote access (VPN).
- Perform inventory control duties as needed.
- Ensure proper cabling management is performed when preparing, deploying, or installing hardware devices and systems.
- Support, manage, and maintain VoIP telephony systems, video systems, and digital fax systems, including troubleshooting, maintenance, updates, and planning.

- Retirees may carry insurance plans into retirement while paying the same premiums as employees
- Eligibility for Public Service Loan Forgiveness
- For more information on the Judiciary's competitive benefits, visit www.uscourts.gov/careers/benefits.

- Perform daily backups, validate backup jobs have completed successfully, maintain backup strategy, systems, hardware, software, and assist in disaster recovery (DR) planning, testing and implementation.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Stay abreast of new information technology hardware, software and industry trends and make recommendations to management in keeping the court current with technology needs.
- Research, develop, recommend, and plan future projects including software and hardware updates or upgrades (including deployment of new devices).
- Maintain courtroom technology systems (transcript recording, audio, evidence and video presentation and teleconferencing systems, etc.) for all courtrooms. Train users on these systems and troubleshoot problems that arise in the use of these systems.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Regular travel to divisional locations; after hours work for scheduled or emergency updates or upgrades and assisting in disaster recovery testing may be required as needed.
- Other duties as assigned.

Minimum Qualifications:

- One to three years of specialized experience providing end user support and assisting with computer problem resolution.
- Demonstrated skill in performing routine hardware maintenance.
- Ability to implement, operate, and document information technology systems consisting of both hardware/software issues.
- Knowledge of computer processes and capabilities.
- Ability to perform both hardware and software maintenance and troubleshooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Proficient in writing effective instructions for users and fellow staff.
- Exceptional customer service skills and proficiency in multi-tasking and prioritizing duties.
- Desire to learn new technology and innovate.
- Ability to interact effectively and appropriately with others, providing customer service and resolving issues while complying with regulations, rules, and procedures.
- Ability to work individually as well as in a team environment.

Preferred Qualifications:

- Bachelor's degree, or two-year degree in Computer Science or related field, from an accredited college, university, or technical school.
- Prior federal court experience.

- Experience with Active Directory, Group Policy, KACE Systems Management, MS Office 365, other MS software suites, and VoIP telephony systems.
- Knowledge and understanding of virtualization and related concepts. Ability to assist with troubleshooting the virtualization environment when needed.
- Courtroom audio/visual experience.
- Basic understanding of network routing, switching, and IP protocols.

Conditions of Employment:

Must be a U.S. citizen or eligible to work in the United States. Judiciary employees serve under excepted appointments, are considered “at will” appointments, and can be terminated with or without cause by the Court. Employees are hired provisionally pending results of a criminal background check and fingerprinting and are subject to a probation period. This position is subject to mandatory electronic funds transfer (direct deposit) for payment of salary. The U.S. Courts require employees to adhere to the Code of Conduct for Judiciary Employees, available to applicants for review [here](#).

Application Procedure:

- **ALL** qualification requirements must be met when application is filed.
- Qualified applicants must submit **ALL** of the following documents (please submit only requested documents):
 - a current, detailed **resume with three professional references**;
 - a **letter of interest** explaining how your experience relates to the position requirements; and
 - the **Judicial Branch Federal Employment Application** (Form AO-78), available at: www.scb.uscourts.gov/employment-opportunities.
- Qualified applicants must submit their application packets as **one PDF** to scbc_employment@scb.uscourts.gov with the email subject titled “Vacancy 24-04.” All required documents must be submitted to be considered for this opportunity; incomplete packets will not be considered.
- Qualified applicants will be screened and selected based on experience, education, and training.

The U. S. Bankruptcy Court of South Carolina is not authorized to reimburse candidates for interview or relocation expenses. As a condition of employment, the selected candidate must complete a background check investigation, including an FBI fingerprint check. The U. S. Bankruptcy Court of South Carolina reserves the right to modify the conditions of this vacancy announcement, withdraw the announcement, or fill the position at any time, any of which may occur without prior written or other notice.

U.S. Bankruptcy Court District of South Carolina IS AN EQUAL OPPORTUNITY EMPLOYER

All court employees, including U. S. Bankruptcy Court District of South Carolina Employees, are in the excepted service and are required to adhere to the Code of Conduct for Judicial Employees, which is available for review upon request. Judiciary employees are “at will” employees. Employees may be removed by the Court for unacceptable performance, misconduct, or other cause pursuant to 18 U.S.C. § 3602(a).