



**United States Bankruptcy Court
District of Delaware**
824 Market Street
Wilmington, DE 19801
www.deb.uscourts.gov

Career Opportunity
Vacancy Announcement #18-07

Position: Information Technology Technician

Position Type: Full-Time-Permanent

Number of Positions: One

Salary Range: CL-25 (\$43,697 - \$54,185)
(Depending on Qualifications)

Duty Location: 824 North Market Street, Wilmington, DE 19801

Opening Date: June 29, 2018

Closing Date: July 27, 2018

Position Overview:

The Information Technology Technician performs end user support activities. Technicians provide help desk support and provide technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. Technicians routinely perform moderately complex troubleshooting for hardware and software systems.

Duties & Responsibilities include but are not limited to:

Provides day-to-day assistance and service to court staff via telephone or in-person on programs and systems such as Lotus Notes email, Microsoft Outlook email, Office Applications, WordPerfect, Adobe Acrobat, national and customized applications, video conference equipment and courtroom technology.

Provides information and assistance to users concerning software applications and hardware.

Provides end-user training on hardware/software and assists with the creation of training materials and documentation on for presentation or reference.

Configures, installs and supports of PC-based hardware and software; installation and support of computer peripherals such as video display monitors, printers, scanners, mobile devices, and multi-function devices.

Performs routine telecommunication administration duties such as configuring, installing, and troubleshooting IP telephone equipment; and the operation, administration, and troubleshooting of video teleconferencing equipment.

Advises managers and end users on types of specific information that can be readily extracted from existing files.

Creates user accounts and maintain associated documentation.

Performs Electronic Court Recording Operator duties as needed.

Assists with the management of IT-related accountable property and assists with the completion of physical inventory sightings of information technology equipment.

Completes moderately complex, technical or analytical project tasks as assigned. Assists with special projects as directed by IT management. Provides input and recommendations regarding IT related projects.

QUALIFICATIONS - REQUIRED:

The successful applicant must be a high school graduate (or equivalent), and must have two years of general experience plus two years specialized experience, including at least one year equivalent to work at the next lower level (CL 24); however, a bachelor's degree in such fields as computer science, information technology, or related field may substitute for experience.

Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills, and abilities to successfully perform the duties of the position. This includes technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management.

Well-versed in the use of various computer programs, including spread sheets, e-mail, and databases to record and track information.

Progressively responsible computer-related experience which demonstrates the particular knowledge, skills, and abilities to successfully perform the above-listed duties of this position.

Motivated, self-directed person who presents a professional demeanor, possesses strong office and organizational skills as well as excellent oral and written communication skills.

Ability to manage multiple projects and priorities.

QUALIFICATIONS - PREFERRED:

A Bachelor's Degree in either Computer Science or Information Management Systems, or a related technical field of study from an accredited college or university.

Preference will be given to those candidates who possess strong experience in delivering quality end-user automation support to a large user population in a fast paced, technically diverse environment, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked (Microsoft Active Directory) environment.

Experience in configuring, installing, and supporting desktop and laptop/tablet computers and related peripheral devices as well as mobile computing devices (specifically Apple iOS devices) is also highly preferred.

Experience in end user support of Microsoft Office enterprise software products including MS Outlook/Exchange email, MS Office Professional, Skype for Business, and Office 365 (including OneDrive and OneNote) is desirable.

Experience in supporting voice and video telecommunications technologies such as VoIP telephone systems/devices and IP- connected video conferencing hardware is also desired, as is experience supporting audio/visual technologies.

Experience in a federal court environment and/or experience with specialized applications designed for the federal courts.

Conditions of Employment:

Must be a U.S. citizen, who is eligible to work in the United States. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are "at will" and can be terminated with or without cause by the Court. Federal Government Civil Service classifications/regulations do not apply. Employees will be hired provisionally pending the results of a background check. Direct deposit of pay is required. Applicants selected for interviews must travel or relocate at their own expense.

Benefits:

Federal Judiciary benefits include paid vacation, sick leave and holidays; participation in federal health insurance, life insurance and retirement programs, include the Thrift Savings Plan (tax-deferred retirement savings and investment plan with matching contributions); supplemental dental and vision insurance, and flexible benefit and commuter programs. An overview of Federal Judiciary benefits is accessible at:

<http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

Application Procedure:

Qualified applicants may apply via email to deb_jobs@deb.uscourts.gov. Applications must contain: - a (1) cover letter; (2) chronological resume that details experience and qualifications; and (3) a completed Application for Judicial Branch Federal Employment (Form AO78),

The Application for Judicial Branch Federal Employment (Form AO78) is available at <http://www.uscourts.gov/forms/AO078.pdf>

Due to the volume of applications received, the Court will only communicate to those individuals who will be interviewed for this position. No phone calls will be accepted. Only qualified applicants will be considered. Incomplete applications will be not be considered.

The United States Courts is an Equal Opportunity Employer.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date if a closing date is shown, any of which actions may occur without prior written notice or other notice.