



John M. Domurad
Clerk of Court

Daniel McAllister
Chief Deputy Clerk

www.nynd.uscourts.gov

Important Dates

Opening Date:
April 14, 2025

Closing Date:
Open Until Filled

Appy to:

IT Technician

**The Northern District of
New York is an Equal
Opportunity Employer.**

Mission

The mission of the Clerk's Office of the United States District Court for the Northern District of New York is to provide administrative and case management support to the Court and to serve the public in a professional, timely and efficient manner.

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF NEW YORK

Position: Information Technology (IT) Technician
Vacancy No: 25-DC-17
Classification: CL 24 - 26
Starting Salary: \$45,662 - \$69,429*
Status: Full-time, temporary (*One year & 1 day, with possibility of becoming permanent*)
Duty Station: Albany, NY

**Starting salary is set considering human resources policies, qualifications, experience, and applicant's current salary or federal pay grade. Potential to CL-27 without further competition.*

POSITION OVERVIEW

The Information Technology Technician is a member of the IT Department and performs various end user support activities. The incumbent provides day-to-day support and training for end users, installs and configures computer hardware and software programs, and performs routine troubleshooting. The position will report to the IT Director or designee. Occasional travel to other Court offices is required. The position will assist with supporting over 200 end users across five divisional offices, located in Albany, Binghamton, Plattsburgh, Syracuse, and Utica. Occasional evening, weekend, and holiday work is necessary. Physical effort may be involved in moving, connecting or troubleshooting equipment. Manual labor will be required along with the ability to lift 50 pounds. We are looking for someone who has experience providing support in a fast-paced and complex court environment, who is flexible and willing to support the office wherever needed, and who is eager to learn and grow with us.

Duties include, but are not limited to the following:

- Provide day-to-day end user support and assist with training staff in MS Office 365 Suite, MS Active Directory, Adobe Acrobat, MS Edge, Google Chrome, Mozilla Firefox, and national/locally developed applications.
- Respond to helpdesk calls, emails, and service requests submitted through the internal helpdesk ticketing system
- Distribute and install new hardware, including, but not limited to, PC hardware, laptops, printers, IP phones, and mobile devices. Track equipment using internal inventory application.
- Provide support for mobile computing devices and remote access. Provide general hardware maintenance, upgrades, and repairs.
- Install and configure new software applications. Troubleshoot routine PC equipment and software problems. Assist the system administrator with the maintenance of national and locally developed web applications.
- Provide assistance with IT-related upgrades in the area of cabling, internet protocol telephony, video conferencing, audio-visual and courtroom technology.
- Perform other IT related duties as assigned.

QUALIFICATIONS

To qualify for the classification level 24-25, applicants must have at least one year of specialized experience or completion of a bachelor's degree. To qualify for the classification level 26, two years of specialized experience or completion of a bachelor's degree with superior academic achievement is required.

- Ability to manage multiple tasks and priorities with frequent interruptions.
- Strong problem solving and critical thinking skills and the ability to research solutions.
- Excellent interpersonal and customer service skills is essential.
- Ability to work with a wide variety of people with diverse backgrounds.
- Ability to follow detailed instructions.

Benefits Package

- Health, dental, vision, life, and long-term care insurance
- Health and dependent reimbursement accounts
- Student loan forgiveness
- Federal Employee Retirement System
- Thrift Savings Plan with 5% match
- Flexible work schedule
- Telework
- Paid annual and sick leave
- Paid federal holidays
- Paid Parental leave
- Paid parking
- On-site fitness facility

<http://www.uscourts.gov/careers/benefits>

PREFERRED SKILLS

Applicants should possess strong communication and problem-solving skills. Experience using automated systems to perform tasks, manage information and customer service skills are a plus. Progressively responsible experience that is in, or closely related to, the work of the information technology and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

Ability to maintain, troubleshoot, and administer printing, scanning and other multi-function networked devices. Sufficient experience supporting mobile devices (smart phones, tablets, laptops). Basic understanding of TCP/IP, Active Directory (user creation/deletion, password resets), and anti-virus concepts.

CONDITIONS OF EMPLOYMENT

Applicants must be U.S. citizens or eligible to work in the United States. Employment is subject to a satisfactory background investigation, which includes fingerprint and record checks, with reinvestigations every five years. Unsatisfactory results may result in termination of employment. The Federal Financial Management Reform Act requires direct deposit of federal wages. The individual selected for this position must sign up direct deposit for payment of salary. Must have valid driver's license.

Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants upon request. Employees of the United States District Court are Excepted Service Appointments. Excepted Appointments are "at will" and can be terminated with or without cause by the Court. The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case- by-case basis.

APPLICATION PROCEDURE

Consideration will only be given to those that apply through the court's online applicant tracking system. To view openings and to apply, visit our applicant tracking system at:

<https://forms.nynd.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A letter of interest.
2. A current resume.
3. A completed AO-78, Application for Judicial Branch Federal Employment (submitted via applicant system).

Application materials that do not adhere to this procedure will not be considered. Only candidates selected for interviews will be contacted. Travel reimbursement in connection with the selection process and/or relocation is not authorized. No phone calls please.

The United States District Court, Northern District of New York reserves the right to modify the conditions of this job announcement; to withdraw the job announcement or to fill the position earlier than the closing date. Any of which may occur without prior written notice. The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis. EOE.