

Position Title: IT Specialist

Vacancy #: 24-03
Location: Charleston, South Carolina
Salary Range: CL-26/1 (\$52,831) to CL-27/61 (\$94,338) *
Opening date: March 5, 2024
Closing date: Open until filled, with preference given to applications received by March 22, 2024

*Position classification, job grade, and salary are based on human resources policies, qualifications, experience, applicant's current salary or federal pay grade, and preferred skills.

Position Description

This position is in the Charleston Clerk's Office of the United States District Court, District of South Carolina and is responsible for providing IT support to court personnel.

Representative Duties

- Install and configure new software applications; resolve IT hardware and software problems.
- Provide IT support and training for court personnel.
- Configure and deploy mobile devices, including mobile phones, tablets, and laptops.
- Provide support with the use of Microsoft Office 365, including collaboration tools such as SharePoint, OneDrive, OneNote, and Teams.
- Monitor and assist with the day-to-day operations of IT equipment and systems. Serve as a technical expert in solving IT problems.
- Assist with maintenance and support of courtroom audio-visual equipment.
- Draft and maintain technical instructions and standard operating procedures for various areas of technical responsibility.
- Collaborate with management and other IT staff to identify or design technical solutions to meet organization requirements.
- Perform helpdesk related duties and provide on-call support.
- Perform other job-related duties as assigned.

Minimum Qualifications and Experience

Applicant must be a high school graduate, or equivalent, with a minimum of one to two years specialized experience. Specialized experience is progressively responsible experience that is in, or closely related to, the work of the position that has provided the knowledge, skills, and abilities to successfully perform the duties of the position. Education at the master's degree level or two years of graduate study may be substituted for the required specialized experience if obtained in a field directly related to the subject matter of this position.

Strong troubleshooting abilities and customer service skills are mandatory. Excellent organization skills, the ability to respond to requests on short notice, and the ability to manage multiple tasks and stringent deadlines are essential.

Occasional after hours and weekend work will be required. Some travel, including overnight trips, will be required. This position requires the ability to lift a minimum of 50 pounds, and the physical mobility to access equipment wherever it may be positioned (e.g., under desks, on racks, etc.).

Preferred Qualifications and Experience

Preference will also be given to those applicants who have the following qualifications and experience:

- Three years of specialized experience.
- Experience with scripting and automating IT administration functions.
- Proficiency in Microsoft Office programs and Adobe Acrobat.
- Microsoft Office 365 certification, CompTIA A+, and Net+ certifications.
- Network troubleshooting experience.
- Experience using enterprise patch management applications, vulnerability scanners, and mobile device management.
- Information Technology experience in federal courts, agencies, law firms or other legal environments.

Benefits

The United States District Court is part of the Judicial Branch of the United States Government. Court employees are entitled to the same benefits as other federal employees. These benefits include:

- Eleven (11) paid holidays per year.
- Paid annual leave in the amount of 13 days per year for the first three years of employment; 20 days after three years; and 26 days after fifteen years of federal service.
- Paid sick leave in the amount of 13 days per year.
- Mandatory participation in the Federal Employees Retirement Program and Social Security Retirement Program.
- Optional participation in the Thrift Savings Plan (TSP), the Federal Employees Health Benefits (FEHB), the Federal Employee Group Life Insurance (FEGLI), the Federal Employees Dental and Vision Insurance Plans (FEDVIP), and the Flexible Spending Programs.

The following link is provided for additional information regarding Federal Judiciary benefits:

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

Conditions of Employment

- Employees must be United States citizens or lawful permanent residents currently seeking citizenship or intending to become a citizen after meeting the eligibility requirements as outlined in Title 8 U.S.C. § 1324b(a)(3)(B).
- Employees are required to adhere to the *Code of Conduct for Judicial Employees*, which is available to applicants to review upon request.
- Employees of the United States District Courts are not included in the government's Civil Service classification but are under an excepted appointment and therefore serve "at will" and can be terminated with or without cause by the court.
- Employees in this position will be subject to an FBI background investigation with updates every five years. This position is considered a high-sensitive position. The applicant selected for the position will be hired provisionally pending successful completion of the background investigation. Unsatisfactory results may result in termination of employment.
- Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

Application Procedure

Qualified individuals must submit the following information in one PDF document:

- A cover letter detailing how your experience relates to the position requirements,
- The Application for Federal Employment (AO-78) – a link to the form is provided here <http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branchfederal-employment>,
- A resumé detailing all relevant experience, education, and skills, and
- A list of three professional references with current contact information.

Position is open until filled. Priority consideration will be given to applications received by **4:30 PM** on **Friday, March 22, 2024**. Submit application packet in **one single PDF document** and send via email to personnel@scd.uscourts.gov. Include “**Vacancy #24-03**” in the subject line. Hard copies and faxed copies of applications will not be accepted.

Incomplete applications will not be considered. All applicants will be screened to identify the most qualified and suitable candidate. Only applicants selected for an interview will be contacted and must travel at their own expense. Unsuccessful applicants will not be contacted. Please do not contact the court to inquire about the status of your application.

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 may occur without any prior written or other notice.

The United States District Court is an Equal Opportunity Employer