



UNITED STATES DISTRICT COURT

Northern District of Illinois, Chicago

Human Resources Office, Room 1574
219 South Dearborn Street, Chicago, Illinois 60604
www.ilnd.uscourts.gov

NOTICE OF POSITION VACANCY

Date:	December 4, 2017	Grade Range:	CL 23-1 to CL 25-61
Job Announcement No.:	2018-6	Salary Range:	\$32,538 - \$64,718
No. of Vacancies:	One	Closing Date:	December 18, 2017
Position Title:	Court Technology Specialist		

The United States District Court, Northern District of Illinois, is now accepting applications Court Technology Specialist. The Technical Support Assistant professionals for the U.S. Courts make it possible for the judiciary to deliver justice in a technology-driven environment. Serious consideration will only be given to those who submit a cover letter, resume and application. To apply, please see "Notice to Applicants" listed below.

POSITION OVERVIEW

This position will support the United States Pretrial Services, the United States Probation, and the United States District Court for the Northern District of Illinois in Rockford, Illinois. The Court Technology Specialist position's primary duties are to support the operation of audio/video systems; provide technical support for computer hardware and software programs; and provide a variety of administrative support duties such processing court documents, data entry, answering phones, providing customer service, copying and filing duties. The Court Technology Specialist reports directly to the Deputy-in-Charge.

POSITION DUTIES AND RESPONSIBILITIES

- Provide audio/visual systems training for court staff, other agencies, and the Bar. Assist in the development and maintenance of system documentation and user-friendly resources for system operation.
- Respond to day-to-day support needs of courthouse audio/visual, including installation, support, maintenance, troubleshooting, and repair. Repair on-site or coordinate repair of systems.
- Perform routine and scheduled maintenance and evaluation on audio/visual systems for quality control purposes. Test systems and monitor user concerns, including testing the equipment to ensure that all systems are operating correctly. Check calendar of events to verify that all audio/visual systems are in appropriate working condition for each scheduled event.
- Work in advance to ensure any special equipment or connectivity preparations have been completed.
- Respond to help desk calls and e-mails and assist with routine audio/visual, computer hardware and software problems.
- Assist in the installation, training, maintenance and administration of all automation hardware, software and applications on a daily basis.
- Receive and respond to courtroom technology and personal computer help desk calls and emails, log computer problems, and assist with the routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level.
- Provide information and assistance to users on courtroom deputy and audio/visual software applications, such as Microsoft Office Suite and Court specific applications.
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority.

- Utilize and maintain the help desk tracking software.
- Prepare routine reports, form letters, notices and other correspondence using templates and forms.
- Assists with desktop and laptop imaging and installation as needed for both new hires and replacement systems.
- Perform inventory of control duties and assist in the preparation of excess equipment for disposal.
- Assist with on boarding of new users.
- Maintain court records through various computer software programs, process court documents, scanning, copying, filing and providing customer service.
- Performs other duties assigned.

JOB REQUIREMENTS AND QUALIFICATIONS

Basic knowledge of standard office equipment, such as personal computers, laptops, mobile devices, tablets is required. The successful candidate is required to have knowledge of the installation, troubleshooting, and maintenance of audio/visual/teleconferencing systems and is able to communicate technical information effectively both orally and in writing to end users. The candidate should be able to move and connect mobile audio/visual/teleconferencing equipment and racked sound system equipment. Experience in providing training to users, and providing guidance and oversight to others performing maintenance/repair to court audio/visual/teleconferencing systems. Excellent customer service skills, verbal and written communication skills, attention to detail and ability to work in a team setting or with minor supervision are required. Ability to pass High Sensitive background screening is required.

COMPENSATION

To qualify at the CL 23, applicants must have a high school degree or equivalent and two years of general experience. To qualify at the CL 24, applicants must have one year specialized experience equivalent to work at CL 23. To qualify at the CL 25, applicants must have one year specialized experience equivalent to work at CL 24.

Specialized experience is closely related to the work of the position and demonstrates the knowledge, skill, and ability to successfully perform the duties of the position. Experience related to data processing, automation and data communications functions, applications, systems terminology and methodology may qualify as specialized experience.

EMPLOYEE BENEFITS

The United States District Court offers a generous benefits package to full-time, permanent employees, which includes:

- 10 Paid Federal Holidays
- 13 Days Paid Vacation (per year for the first three years)
- 20 Days Paid Vacation (after three years)
- 26 Days Paid Vacation (after fifteen years)
- 13 Days Paid Sick Leave
- Medical, Dental, Vision Coverage
- Life Insurance
- Thrift Savings Plan with matching funds (401k & Roth 401k style)
- Participation in Federal Employees Retirement System (FERS-FRAE)
- Health, Dependent, & Parking Reimbursement Programs
- Parking spot
- Long-Term Care Insurance

- Employee Assistance Program, which provides free counseling, financial assistance, and basic legal services to all eligible employees
- Access to an onsite Fitness Center.

Further details regarding Federal benefits may be viewed at: [ILND Benefits](#)

NOTICE TO APPLICANT

Serious consideration will be given to those who provide a cover letter, resume, and application. The application can be found on the U.S. District Court, Northern District of Illinois website at: [ILND Employment Application](#).

Please send your cover letter, resume, and application in a single pdf to:

human_resources_ilnd@ilnd.uscourts.gov or fax to: 312-554-8674. Application materials must be received by the Human Resources Department by Monday, December 18, 2017.

Due to the volume of applications received, the Court will only communicate with those applicants who will be interviewed. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

Prior to appointment, the finalist candidate will be required to satisfactorily complete a criminal background investigation. The Court requires employees to adhere to a Code of Conduct which is available upon request. Direct deposit is required for payment of compensation for employees. Employees of the District Court, Northern District of Illinois are excepted service appointments. Employees are considered at-will and are not covered by federal civil service classifications or regulations. Applicants must be U.S. citizens or eligible to work in the United States.

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice.