

**US District Court Northern District of Oklahoma
VACANCY ANNOUNCEMENT #FY 21-06**

Position Title:	Information Technology Technician
Employment Type:	Full-time, Permanent
Location:	Tulsa, OK
Position Grade:	CL-24 to CL-26
Beginning Salary Range:	\$38,298-\$58,260, based upon qualifications and experience
Opening Date:	November 16, 2020
Closing Date:	Open Until Filled. Preference will be given to applications received by December 7, 2020.
Starting Date:	To Be Determined

Position Overview

The U.S. District Court for the Northern District of Oklahoma is seeking an Information Technology Technician to join the IT department shared by the U.S. District Court and the U.S. Probation Office. The incumbent provides tier one technical support, assistance, and training which may include physical hardware/software setup, and configuration and troubleshooting in a Microsoft Windows environment. The incumbent answers the IT Help Desk phone and manages the IT ticketing system. The incumbent assists with courtroom support activities, including audio and video components within the courtroom environment. The incumbent assists with the property management and inventory of IT equipment and other duties as assigned. The position reports to the IT Systems Manager.

Required Qualifications

- High school diploma or equivalent;
- Strong customer service skills;
- Excellent written and verbal communication skills
- Ability to function as a team player in a fast-paced, team-oriented office environment;
- Possess a demeanor and appearance appropriate for a professional office environment;
- Proficiency with Windows desktops in a networked environment;
- Proficiency with Microsoft 365 applications, including Teams;
- Ability to install, configure, update, and troubleshoot computer hardware and peripherals, including cell phones and tablets; and
- Knowledge of IT security best practices and the ability to understand and follow IT security policies and procedures.

Preferred Qualifications

- Familiarity with Microsoft Active Directory;
- Familiarity with installing and using Linux distributions;
- Experience installing and configuring A/V systems, including troubleshooting;
- Experience using Microsoft SharePoint;
- Familiarity with VOIP phone systems;
- Familiarity with various videoconferencing solutions;
- Experience with configuring devices for remote access over a VPN;

- Experience with configuring and managing the differences among multiple web browsers, i.e., Internet Explorer, Chrome, and Firefox;
- Networking, including knowledge of Cisco switches and routers, VLANs, and experience installing and maintaining network hardware; and
- Experience using servers and desktops in a virtualized environment.

To be appointed at the CL 24, CL 25 or CL 26 level, experience must include at least one year of specialized experience at the next lower level. Specialized experience is defined as progressively responsible computer-related work requiring regular and recurring application of troubleshooting procedures, demonstrated superior organization skills, and demonstrated superior attentiveness to details.

Conditions of Employment

Applicants must be U.S. citizens or eligible to work in the United States. An FBI fingerprint check/background investigation will be conducted. The applicant selected will be hired provisionally pending successful completion of the investigation. The position is subject to mandatory electronic fund transfer (direct deposit) for salary payment (bi-weekly). Judiciary employees serve under excepted appointments and are considered “at will”. Employees are required to adhere to the Code of Conduct for Judicial Employees which can be found at www.uscourts.gov. If hired at one of the lower levels, there is promotion potential to the next higher level without further competition.

Benefits

A generous benefits package is available which includes a minimum of 10 paid holidays; health, life, and long-term care insurance benefits; flexible benefits, a retirement plan, and a Thrift Savings Plan. Information about judiciary benefits can be found at www.uscourts.gov. Paid parking is also provided.

Application Information

To apply for this position, qualified applicants should submit: 1) a cover letter which addresses qualifications, skills, and experience necessary to perform the job duties; 2) a chronological resume including education, employment, and salary history; 3) and an Application for Judicial Branch Federal Employment (Form AO-78). The application form can be found on the District Court’s website at www.oknd.uscourts.gov.

The documents can be emailed to okndhr@oknd.uscourts.gov or mailed to U.S. District Court, Northern District of Oklahoma, Attention: Human Resources, 333 West Fourth Street, Suite 411, Tulsa, OK 74103. Only applicants selected for an interview will be contacted. For questions regarding this announcement, please call 918-699-4841.

The United States District Court is an Equal Opportunity Employer.