



U.S. Court of Appeals for the Third Circuit

Vacancy Announcement Date: **April 5, 2022**

Job Announcement Number: **CE 04/22-01**

Position Title: **IT Support Specialist**

Starting Salary Range: **\$57,868 - \$72,340 based upon qualifications and experience**

Classification Level: **CL-27**

Appointment Type: **Full-time, Permanent**

Location: **Philadelphia, PA**

Open Period: **Open until filled; *priority given to applications received by April 29, 2022***

Job Summary:

We are looking to add a member to our Information Technology team to work directly with judges and judiciary staff in applying technology to the work of the court. In this position, the incumbent will provide end-user support and develop solutions for use of a wide range of technologies. The focus is on using market-leading business and productivity applications, providing technical support installing and configuring computer hardware and software programs, and providing user support.

We are looking for someone who:

- * Enjoys providing quality customer service and working with people
- * Excels at using technology to solve problems in a professional environment, identifying problems, analyzing facts, and making recommendations
- * Is an excellent communicator and likes being part of a dynamic team
- * Is looking for a job that has a direct impact on the court's mission and service to the public

If you are interested in a career with the federal judiciary, this job is for you! You will help federal judges and judiciary staff make the most of available technology. If you are a new professional, this position will provide the foundation for a number of different career paths within the Federal Judiciary and job opportunities all over the country.

Duties and Responsibilities:

- Provide support and develop new uses for Microsoft Office 365 applications.
- Manage and provide support for mobile devices and remote access.
- Respond to help desk calls and e-mails, log computer problems, and assist with both complex and non-routine issues.
- Assist with access to web-based and cloud-based resources.
- Assist with managing user accounts, adding users to groups, unlocking and resetting of passwords.
- Provide training of new applications to staff and Judges.

- Install or assist in the installation of upgrades or new or revised off-the shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide input and suggestions for improvements to technologies and systems in use, and overall process and procedures.
- Perform inventory control duties.
- Perform basic system support for IP telephony.
- Assist with print services management and print device support.
- Act as a point of contact between staff and outside vendors/clients.

Qualifications:

- Bachelor’s degree in computer science or related field from an accredited four-year college or university preferred.
- Microsoft certified training preferred.
- At least (3) three years of Information Technology (IT) related experience which demonstrates proficiency in each of the following two competencies:

1) IT and Automation

- Proven knowledge and experience with the use and support of technology.
- Experience with personal computing, setup, use, and routine troubleshooting of office.
- IT equipment and systems and typical office-related software applications.
- Proven ability to learn and apply new skills.
- Ability to follow detailed instructions and shift between multiple projects and responsibilities.
- Skill in organizing own work.
- Ability to work under pressure solving complex/non-routine issues.

2) Written and Oral Communication/Interaction

- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Ability to work as part of a team.
- Enjoys providing quality customer service and working with people.
- Excels at using technology to solve problems in a professional environment, identifying problems, analyzing facts, and making recommendations.

• Preferred Experience:

- Experience with Microsoft Office 365 applications and Microsoft Active Directory.
- Experience with SharePoint administration and support.
- Experience identifying work processes and developing workflows.
- Experience with virtual desktops.

- Experience supporting use of mobile devices and mobile device plans.
- Experience with Print Management.

Benefits:

The judiciary offers a comprehensive benefits package that includes, in part, paid vacation, sick leave, holidays, life insurance, health benefits, and participation in the Federal Employees' Retirement System. Learn more about the [major benefits offered](#) to most federal employees.

Conditions of Employment:

Must be a United States citizen or must meet the requirements established by current appropriations law. Positions with the U.S. Courts are excepted service appointments. Excepted Service appointments are "at will" and can be terminated with or without cause. Employees are hired provisionally pending the results of a background check or investigation. Direct deposit of pay is required.

About the Court:

This position is located in the Circuit Executive's Office of the Third Circuit Court of Appeals. The Circuit Executive's Office supports the U.S. Third Circuit Court of Appeals, district courts and bankruptcy courts within the Third Circuit, which includes Delaware, New Jersey, Pennsylvania and the U.S. Virgin Islands.

Application Instructions:

Submit résumé, cover letter, training certificates or proof of training, references, and a completed AO-78, Application for Federal Judicial Branch Employment (version dated 12/21) on-line at www.ca3.uscourts.gov/vacancy-announcements. The application form (AO-78) is available at www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment.

The Court will only communicate with those qualified individuals who will be invited to interview. The Court reserves the right to modify or withdraw this vacancy announcement or to fill the position without prior written or other notice.

The U.S. Court of Appeals is an Equal Opportunity Employer