



**UNITED STATES BANKRUPTCY COURT
DISTRICT OF CONNECTICUT**

VACANCY ANNOUNCEMENT 2021-01

POSITION TITLE:	Information Technology Technician	GRADE/SALARY RANGE*: CL 25/27 (\$47,739-\$93,875)
DUTY STATION:	Hartford, Connecticut	
POSITION TYPE:	Full-time regular (FTR), Excepted Service	AREA OF CONSIDERATION: All qualified applicants
NUMBER OF POSITIONS:	One (1)	
OPENING DATE:	January 15, 2021	CLOSING DATE: Open until filled, with preference given to applications received by February 12, 2021.

*Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience.

The U.S. Bankruptcy Court for the District of Connecticut, Clerk's Office, has an immediate opening for an Information Technology Technician (IT Tech) with a duty station in our Hartford courthouse. The incumbent will provide technical support assistance to U.S. Bankruptcy Judges and Bankruptcy Court personnel among the three seats of court: Bridgeport, Hartford, and New Haven. Occasional travel among the three seats of court will be required. Applicant must have reliable transportation. Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience.

The Clerk's Office offers an opportunity for a team player who is self-motivated, detail oriented with excellent interpersonal communications skills, strong desktop skills, basic problem-solving skills and a strong work ethic. Our fast-paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for motivated people with strong initiative, flexibility and ability to multi-task.

SALARY RANGE:

CL 25 (\$47,739 - \$77,574) with at least two years of specialized Information Technology Experience (or) a bachelor's degree in information technology or a related field from an accredited institution. Promotion potential to CL 26 without further competition.

CL 26 (\$52,568 - \$85,432) with at least three years of specialized Information Technology experience (or) a bachelor's degree in information technology or a related field from an

accredited institution and one year of specialized Information Technology experience. Promotion potential to CL 27 without further competition.

CL 27 (\$57,747 - \$93,875) with at least four years of specialized Information Technology Experience (or) a bachelor's degree in information technology or a related field from an accredited institution and two years of specialized Information Technology experience.

POSITION OVERVIEW

This hands-on position will allow you to utilize your IT current skills while learning a myriad of new skills and applications. Come join us if you love technology, enjoy working with end-users, and want to grow in the IT field.

You will work with senior IT professionals to establish, maintain, and support physical and virtual end-user environments, mission critical business applications and databases, and standard processes and procedures.

REPRESENTATIVE DUTIES:

- Perform Level I and/or Level II IT Service Desk duties, including courtroom technology support.
- Assist with and perform troubleshooting to isolate and diagnose common system problems; documents system events to ensure continuous function. Recommends course of action and implements as approved;
- Assist in creating, maintaining, and deploying “gold images” for physical and virtual desktops;
- Assist in tracking, patching, and maintaining IT hardware and software assets;
- Create and run reports on systems, software, and data.
- Assist in appropriate level software installations, patches and upgrades to maintain system integrity and security;
- Supports data recoverability through system backups and database archive operations;
- Coordinate appropriate level database troubleshooting to ensure improvement in system reliability and performance;
- Develops and maintains appropriate system documentation;
- Escalates more complex problems to subject matter experts, as necessary;
- Assist with network, server, and user account administration;
- Assist with asset management program ensuring data integrity and accurate updates;
- May coordinate with personnel in network services, server infrastructure, and/or applications development to restore service and/or identify and correct technical problems;
- Ability to maintain strict confidentiality;
- Performs other related duties, as assigned.

QUALIFICATIONS

Basic Requirements:

You must have at least two years of specialized Information Technology experience to work at CL-25 which demonstrates proficiency in each of the following two competencies:

1. IT and Automation

- Knowledge or theories, principles, practices and usage of computer hardware and software, with ability to execute.
 - Knowledge of and skill in using the latest technology, hardware, and software programs, along with a general understanding of case management systems.
 - Knowledge of network, telephone and wireless systems.
 - Skill in performing routine maintenance on hardware, software, and on electronic devices such as recorders and sound systems.
 - Ability to implement, operate, and document IT systems in consideration of hardware and software.
 - Skill in training court personnel or end-users in relevant hardware and software programs.
 - Knowledge of and skill in using supported applications and their design, including, but not limited to Microsoft Windows, Microsoft Office 365 Suite, Microsoft Teams, OneDrive and Outlook.
2. Written and Oral Communication/Interaction
- Ability to communicate (orally and in writing) professionally and effectively with team members and clearly distill information for end-users.
 - Ability to adjust priorities quickly as circumstances dictate.
 - Ability to work as part of a team.
 - Professional appearance and demeanor. Customer service is a key to our success and must be demonstrated through excellent communication skills and the ability to interact professionally with all court staff, chambers staff, Bankruptcy Judges, Clerk's Office staff and other entities that conduct business with the court (lawyers, unrepresented parties, employees of other agencies, etc.).

OR

Completion of the requirements for a bachelor's degree from an accredited college or university in information technology or a related field.

SELECTIVE FACTORS

- The position will require frequent travel among the three seats of court each week. The U.S. Bankruptcy Court for the District of Connecticut has a seat of court in the following cities in Connecticut: Bridgeport, Hartford, and New Haven. The selected candidate must have a dependable means of transportation that will allow him/her to travel among the three seats of court, as required. Reimbursement for parking and mileage is available.
- Flexibility to work occasional overtime, or during non-business hours, sometimes with short notice.
- Proven ability to work self-directed with minimal supervision and excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.

PREFERRED QUALIFICATIONS

- Experience providing phone, remote, and in-person help/service desk support.

- Experience using and supporting IP telephony, audio-video technologies, Apple computer and mobile devices, VPN technologies, remote patching systems, help/service desk software, and inventory management systems.
- Support experience with both Windows-based and iOS-based devices.
- Experience with courtroom technology (i.e. evidence presentation hardware/software, audio and video systems, etc.), preferably in the Federal Judiciary.
- Experience with virtualized desktops and cloud-based resources.
- Experience with Microsoft Active Directory user and computer administration.
- Experience in establishing and maintaining user profiles, policies, and scripts.
- Experience with VMWare, Crestron, Cisco, HP, Dell, SharePoint, OneDrive, Adobe forms and/or Drupal.
- Background in network administration, system administration, or application administration.

CONDITIONS OF EMPLOYMENT

- [Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.](#)
- As a condition of employment, the selected candidate must successfully complete a ten-year background investigation, and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, and retention in the position will depend upon a favorable suitability determination.
- The Federal Financial Management Reform Act requires direct deposit of federal wages.
- Successful completion of a six-month probationary period is required.

INFORMATION FOR APPLICANTS

The United States Bankruptcy Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally, court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

Employees of the United States Bankruptcy Court are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court.

Employees of the federal judiciary must adhere to all Judicial Conference regulations, must follow the policies outlined in the Guide to Judicial Policy, and are bound by the ethical standards established by the Code of Conduct for Judicial Employees and the Chief Judge.

The U.S. Bankruptcy Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice.

This job announcement may involve filling more positions than described herein.

Applicants selected for interviews must travel at their own expense.

Due to the expected high volume of applicants for this position, the Court will only communicate with those qualified applicants who are selected for an interview. No phone calls please.

BENEFITS

Employees of the United States Bankruptcy Court are eligible for, but not limited to, the following employment benefits:

Accrual of paid vacation and sick leave days • Ten paid annual federal holidays • Retirement benefits under the Federal Employees Retirement System (FERS) • Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions • Health benefits under the Federal Employees' Health Benefits Program (FEHB) • Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP) • Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI) • Long Term Case Insurance options through the Office of Personnel Management (OPM) • Pre-tax Flexible Spending Account options for health care and commuter expenses.

HOW TO APPLY

Complete and prepare the following documents:

- (1) cover letter indicating why you are interested in this position and what best qualifies you for this position;
- (2) current resume;
- (3) list of three professional references, preferably current and/or prior supervisors (include their contact information); and
- (4) completed and signed [AO-78 Application](#) for Federal Judicial Branch Employment (*version dated 02/20* and available on our employment page)

Please print or type all information. If your application materials do not provide all information requested, or if your packet is otherwise incomplete, your application submission will not be considered for this position.

Once completed, e-mail the entire package to: employment@ctb.uscourts.gov

Please enter the Subject Line: **Job Vacancy #2021-01, IT Technician**

THE FEDERAL JUDICIARY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER.