










**UNITED STATES BANKRUPTCY COURT
MIDDLE DISTRICT OF FLORIDA**
Chief Judge Caryl E. Delano
Clerk of Court Sheryl L. Loesch

**Position Vacancy Announcement – 2 Open Positions
Information Technology (IT) Technician II**

	Announcement No:	23-07	
	Duty Station:	1 - Jacksonville, FL 1 - Tampa, FL	<u>About our Court:</u> Our Court strives to maintain and grow a productive, progressive, and positive culture, and we recruit staff that promote, reflect, and thrive in an environment that successfully meets the mission statement of our Court: <i>“Our Court serves the public by processing and deciding bankruptcy cases with fairness, impartiality, and excellence, while treating everyone with dignity, integrity, and respect.”</i>
	Position Type:	Full-Time/Perm	
	Open Date:	03/13/2023	
	Close Date:	Open until filled*	
		<i>*First consideration given to applications received by March 26, 2023.</i>	
	Position Start Date:	04/24/2023 or 05/22/2023	
	Salary Range:	CPS CL 27/1 to 27/61 \$55,266 – \$89,867**	<i>**Starting salary commensurate with qualifications, experience, and salary history per U.S. Court Guidelines.</i>

Position Overview

The Clerk of Court for the United States Bankruptcy Court for the Middle District of Florida (Court) is seeking qualified applicants for **two full-time positions: IT Technician II, Jacksonville Division and IT Technician II, Tampa Division**. IT Technicians help Court staff make the most of available technology. In this position, you will perform end user support activities. At this level, technicians will deliver the highest level of customer support and follow up to Court employees, the bar, trustees, and the public. IT Technicians are effective problem solvers and dynamic communicators with an aptitude for and appreciation of the importance of training as a part of every customer interaction. These positions report to the IT Support Supervisor and will support the work of 9 judges and approximately 80 staff members across the Court’s three divisional offices (Jacksonville, Orlando, and Tampa).

Representative Duties

Information Technology Technician IIs provide technical support to the Court in a wide range of areas, including configuring hardware and software programs, assisting with courtroom technology tasks and projects, and providing support for complex technology issues.

- Respond to help desk calls and e-mails, log computer problems, and resolve routine to complex technical issues.
- Provide training and assistance to users on computer applications and hardware.
- Configures, installs, and supports PC-based hardware and software; installs and supports computer peripherals such as monitors, printers, scanners, and multi-function devices.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Perform basic system support for telephone systems, such as additions, deletions, and moves.
- Provides technical support for courtroom and conference room audio/visual equipment
- Perform the duties of custodial officer for property listed in the Court’s inventory of IT equipment, adhering to the policies of the *Guide to Judiciary Policy*.
- Evaluates, tests, and implements new operating systems, off-the-shelf software, and workstation hardware.
- Monitors day-to-day operations of technology equipment.
- Travel to the divisional offices may be required; extended work hours may be required.
- Performs other duties as assigned.

Qualifications

Required:

You must have at least two years of specialized experience, including at least one year in Information Technology (IT) related experience equivalent to work at CL-25 which demonstrates proficiency in each of the following two competencies:

1. IT and Automation
 - a. Knowledge of, and skill in, using supported applications and their design.
 - b. Knowledge of theories, principles, practices, and usage of computer hardware and software.
 - c. Knowledge of capabilities, limitations, and functional applications of IT.
 - d. Skill in the latest technology such as displays, performing routine hardware maintenance, and electronic devices such as recorders and sound systems.
 - e. Ability to implement, operate, and document IT systems in consideration of hardware and software.

- f. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Skill in training Court personnel in relevant hardware and software programs.
2. Written and Oral Communication/Interaction
 - a. Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
 - b. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
 - c. Ability to work as part of a team.

Court Preferred:

- Bachelor's degree in information systems, computer science, business administration, or a related field from an accredited institution.
- Strong customer service skills, the ability to handle multiple priorities in a fast-paced environment, and an innate desire to continually learn new technologies and train across all IT disciplines.
- Familiarity with the following technologies preferred: Microsoft SQL Server, Microsoft 365, mobile device management, KACE.
- The ability to take the initiative to learn new programs quickly.
- Proficient with Microsoft Active Directory environments.
- Certifications relevant to an IT Technician II (e.g., CompTIA A+ and Microsoft Certified IT Professional).

Application Procedures

- Qualified applicants should submit a (i) cover letter, (ii) resume, and (iii) a completed [Federal Judicial Branch Application for Employment \(AO78\)](#) via email to jobs@flmb.uscourts.gov (single PDF document preferred). Please reference the vacancy announcement number and position title in the subject of the email. Only complete packets will be considered. **For first consideration, applications must be received by March 26, 2023.**
- **In your cover, please indicate the position duty station for which you would like to be considered – Jacksonville or Tampa.**
- Applications may be reviewed as received. The Court reserves the right to modify the conditions of this job announcement or withdraw the announcement, which may occur without prior written or other notice. The Court will only communicate with those individuals who will be invited for an interview. Applicants selected for interviews must travel at their own expense.
- This is a high-sensitive position; as a condition of employment, the selected candidate must successfully complete a ten-year background investigation, and subsequent favorable suitability determination, and every five years thereafter will be subject to a re-investigation. Due to the sensitivity level of this position, candidates may be asked about their criminal history prior to receiving a tentative offer of employment. Candidates completing the AO-78 must complete questions 18-20 regarding their criminal history. Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination.
- Accurate demographic information informs Judiciary diversity and inclusion efforts in several areas including recruitment, talent management, training, and outreach. To enhance our ability to strategically design efforts to achieve equity and identify areas of needed engagement, improvement, and/or change, we ask that applicants selected for an interview complete the Voluntary Self-Identification Form AO-78B.
- To access additional information on Careers with the Judiciary, please visit <https://www.uscourts.gov/careers>.

Benefits

A career with the U.S. Courts provides employees with a comprehensive benefits package. Court employees and their families have access to a range of benefits that are designed to make your federal career very rewarding. Benefits include paid Vacation and Sick Leave, eleven (11) Paid Holidays per year, and retirement benefits such as a Defined Benefit Pension Plan and a Defined Contribution Plan with Employer Match ([TSP](#)). Optional benefits include Group Health, Dental, Vision and Life Insurance, and/or Long-Term Disability Insurance, and participation in the Court's Flexible Benefits Program. Local Court Benefits may include Telework Opportunities, on-site Federal Occupational Nurse, access to an on-site Fitness Center, and a Public Transit Subsidy. Please visit <http://www.uscourts.gov/careers/benefits> to learn more.

Additional Information

- Applicants must be United States citizens or eligible to work for the federal government. All applicant information is subject to verification. Providing false and/or misleading information may be grounds for removal from the application and selection process, as well as disciplinary action if discovered after an individual's date of hire. All Court employees are "at will" employees, and the selected candidate may be removed from this position at any time if the employee fails to perform at a satisfactory level.
- All Court employees are required to adhere to the [Code of Conduct for Judicial Employees](#).
- This Court provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and interviewing process, please notify the local human resources representative by email to jobs@flmb.uscourts.gov. The decision on granting reasonable accommodations will be made on a case-by-case basis.
- The position is subject to the mandatory electronic fund transfer (EFT) participation for payment of net pay (i.e., direct deposit).

The United States Bankruptcy Court is an equal opportunity employer and values diversity in the workplace.