



U. S. District Court
Northern District of Ohio
801 West Superior Avenue
Cleveland, Ohio 44113

Benefits:

Federal Benefits Include:

- Paid Annual Leave
- Paid Sick Leave
- 11 Paid Holidays
- Pre-tax benefit programs
- Health Insurance
- Vision/Dental Insurance
- Group Life insurance
- Long-Term Care Insurance
- Defined contribution retirement benefits (FERS)
- Thrift Savings Plan (TSP)- 401 (k)-styled program with up to 5% match
- Transit subsidy

The U. S. District Court for the Northern District of Ohio is an Equal Opportunity Employer.

U. S. District Court Northern District of Ohio

IT Coordinator

VACANCY # 23 - 41

LOCATION: Akron, Ohio

REPORTS TO: IT Supervisor

STATUS: Full-time permanent

CLASSIFICATION: CL 26- CL 27

POSTED: October 20,2023

SALARY RANGE: \$52,558-\$93,870

AREA OF CONSIDERATION: All qualified applicants

CLOSING DATE: Open Until Filled

First consideration given to applications received by Monday, November 6, 2023

Position Overview:

The Information Technology (IT) Coordinator is responsible for on-site help desk support and technical support for a divisional court location. The incumbent provides technical support with a variety of tasks to include installing and configuring computer hardware and software programs, AV Support, mobile computing, and remote access support, as well as second level end user support and training. (Promotion potential to the CL 27 without further competition).

Duties and Responsibilities:

- Serves as primary technical support for assigned divisional courthouse. Responds to help desk calls and e-mails, log computer problems, assists with routine problems, escalates more complex problems to the next level, and assists with web access.
- Supports programs and systems such as: Microsoft Office 365 (Outlook/Word/Excel/Teams/OneNote/OneDrive), WordPerfect, Adobe Acrobat, national and customized applications.
- Installs or assists in the installation of upgrades for new or revised off-the-shelf/desktop releases.
- Sets up, configures, installs, and documents hardware and software.
- Provides support for mobile computing devices and remote access.
- Performs inventory control duties.
- Maintains and supports day-to-day operations of any courtroom technology used in the court (including AV systems, videoconferencing, Zoom/Teams, electronic court reporting).
- Performs requisite programming to AV and phone systems to accommodate local court needs.
- Coordinates and links computer systems effectively within the organization to increase compatibility and sharing of information. Researches and analyzes computer software or hardware requirements necessary for the set up or alteration of the unit's computer systems and makes appropriate recommendations to management. Diagnoses hardware and custom off-the-shelf software problems, and promptly replaces defective components. Responsibly maintains and administers computer hardware, systems software, and all configurations.
- Maintains contact with other IT court personnel for the purpose of keeping abreast of developments, techniques, and user programs.

VA 23 41 IT Coordinator

How to Apply:

Applicants must submit ONE PDF document containing the following to

Apply@OHND.uscourts.gov

- Subject of email should read Vacancy 23 41
- Cover Letter
- Resume
- Three professional references with contact information.
- Application for Federal Branch Employment found at:

<https://www.ohnd.uscourts.gov/careers>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

Conditions of Employment:

- Applicants must be U. S. citizens or eligible to work without restriction in the United States.
- Completion of FBI background check with law enforcement agencies including fingerprint and criminal records check.
- Employment is considered provisional until the background check is complete.
- Employees of the federal judiciary must adhere to all Judicial Conference regulations, follow the policies in the Guide to Judiciary Policy, and are bound by the Code of Conduct for Judicial Employees.
- Employees are considered "at will".
- Employees are required to use direct deposit for payroll.
- Starting salary commensurate with work experience, education, prior/present day pay history and previous Federal Court experience.

- Prepares and maintains documentation, standard operating procedures, and checklists for end users and other technicians.
- Serves as a secondary/backup technician for other court locations. Serves as the local court liaison with other federal agencies such as U.S. Attorney's Office, Federal Public Defender's Office and ensures members of same groups receive adequate notice of court technologies available.
- Travels periodically to divisional offices and potentially outside the district for training.
- Performs other related duties or special projects as assigned.

QUALIFICATIONS: (Qualifications must be met at the time of application)

- High School Diploma or equivalent.
- Two (2) years general work experience.
- Two (2) years of specialized experience, which is defined as progressively responsible experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, AV technologies, mobile devices, and their applications.
- Prior experience providing phone, remote, and in-person help/desk support.
- Proficiency in Microsoft Windows and Office 365 products.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption.
- Ability to analyze, evaluate and determine users' IT needs and communicate them effectively.
- Ability to train non-technical personnel on technical processes.
- Excellent organizations skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities as circumstances dictate.
- Ability to provide support to other divisional offices, after-hours or weekend support as needed.
- Ability to travel within the district as required.

Preferred qualifications include:

- Undergraduate degree from accredited college/university in computer science or related field.
- Prior IT experience in a court or legal environment.

Required Skills:

- Outstanding customer service skills.
- Ability to communicate effectively, both orally and in writing.
- Ability to manage multiple priorities and projects.
- Ability to apply a body of rules, regulations, directives, or laws.
- Strong attention to detail and organization skills.

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.