

Career Opportunity  
**UNITED STATES DISTRICT COURT**  
**Eastern District of Tennessee**  
**VACANCY ANNOUNCEMENT**

**Position Available:** PC Support Technician (Full Time Regular)

**Date of Announcement:** May 9, 2012

**Announcement:** 2012 -4

**Location:** Knoxville, TN

**Salary Range:** CL 26 - \$42,786 to \$52,252  
(Entry step level depending on experience and qualifications)

**Closing Date:** Expected closing date May 23, 2012. Opportunity will be considered open until position is filled or cancelled.

**POSITION OVERVIEW**

The PC Support Technician performs end user support activities for multiple court locations within the district. This position provides help desk support for end users, performs technical support in installing, configuring, and upgrading computer hardware and software programs and performs routine troubleshooting.

**REPRESENTATIVE DUTIES**

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems
- Provide information and assistance to users on hardware and software applications
- Troubleshoot hardware and software problems
- Troubleshoot and assist users with web applications
- Address computer security issues related to help desk calls
- Utilize remote access to assist users at alternate geographic locations
- Create and present end user training
- Install or assist in the installation of upgrades or new off-the-shelf/desktop releases
- Set up, configure, install, test, upgrade, and document hardware and software
- Assure and verify scheduled system backups
- Troubleshoot Microsoft Office issues
- Support various electronic communication devices
- Perform physical inventory sightings
- Research and recommend relevant product purchases

- Maintain contact with other information technology court personnel at different levels to keep abreast of developments, techniques, and user programs
- Be able to travel occasionally to other offices located within the district
- Perform other duties as assigned

## **QUALIFICATIONS**

Applicants must be United States citizens or eligible to work in the United States. A criminal background check is also required.

### **Education and Experience**

- Minimum of high school diploma or equivalent required
- Bachelor's or Associate's degree in a related IT field strongly preferred
- Minimum of three (3) years progressively responsible information technology experience required

### **Information Technology and Automation**

- Knowledge of hardware and software programs, including Windows 7 and Microsoft Active Directory
- Knowledge of wireless technology
- Experience with smart phone support, particularly iOS devices
- Ability to implement, operate, and document IT systems and processes
- Ability to build and maintain hardware images and address anti-virus and other security concerns on the desktop and mobile devices
- Ability to effectively train users in relevant hardware and software programs

### **Judgment and Ethics**

- Compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment. Ability to solve problems based on knowledge of hierarchy of personnel and nature of problems.

### **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 users having varying backgrounds and aptitudes, including nontechnical users. Ability to provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Ability to work effectively as part of a team.

### **Time Management**

- Ability to prioritize and meet established deadlines and commitments.

## **BENEFITS**

An attractive benefits package is available that includes:

- 10 paid holidays per year
- Generous paid annual (vacation) leave
- Paid sick leave
- Retirement benefits including a pension and Thrift Savings Plan with match
- Optional participation in choice of Federal Employee Health Benefits plans
- Optional participation in Federal Employees Group Life Insurance
- Optional participation in the Flexible Benefits program
- Optional participation in Long Term Care and/or Long Term Disability Insurance
- Credit for prior government service

## **OTHER INFORMATION:**

The United States District Court requires employees to adhere to a Judicial Code of Conduct. District Court is a smoke-free environment. Please note that final candidates will undergo a fingerprint/background check.

## **APPLICATION PROCESS:**

**How to Apply:** Interested qualified candidates must submit a cover letter, detailed resume, and list of three professional references to:

**U.S. District Court  
Eastern District of Tennessee  
e-mail: [Kathy\\_Parlon@tned.uscourts.gov](mailto:Kathy_Parlon@tned.uscourts.gov)**

**Applicants interviewed will be asked to take a short basic computer skills test.**

The court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.

Due to the volume of applications, only applicants selected for an interview will be notified.

***THE COURT IS NOT AUTHORIZED TO REIMBURSE CANDIDATES FOR TRAVEL IN CONNECTION WITH AN INTERVIEW OR PAY FOR ANY RELOCATION EXPENSES.***

**The U.S. District Court, Eastern District of Tennessee is an Equal Opportunity Employer and values Diversity in the workplace.**