

**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TENNESSEE
OFFICE OF THE CLERK**

VACANCY ANNOUNCEMENT 2026-1

DATE: January 6, 2026

POSITION TITLE: Information Technology Support Specialist (Full-Time Temporary)
The position will be a temporary appointment for one year and one day with the option to extend or convert to permanent without further competition.

LOCATION: Chattanooga, TN

SALARY: CL 24/1 to CL 26/25 (\$44,701 to \$67,970)
Starting salary is dependent upon qualifications and experience in accordance with the Court Personnel System and is usually in the low to middle portion of the range provided above.

PROMOTION POTENTIAL: There is promotion potential to the CL 25, 26, and 27 without further competition depending upon budget and qualifications.

CLOSING DATE: January 20, 2026

POSITION OVERVIEW:

The U.S. District Court Clerk's Office for the Eastern District of Tennessee is recruiting for an Information Technology Support Specialist to provide help desk support for end users and technical support in installing and configuring computer hardware and software programs, as well as second-level end user support as needed. The IT Support Specialist will serve as the primary contact for help desk support in the district and in-person support for the assigned divisional office. The position is on the staff of the Clerk of Court. Job duties include:

- Responding to help desk tickets and calls, logging computer problems, and assisting with routine issues, escalating specialized issues to the next level. Providing in-person assistance with non-routine or more complicated issues.
- Providing information and assistance to users on commonly used applications, such as Microsoft 365 products.
- Assisting with creating user accounts and providing end user training.
- Installing and configuring hardware and software. Troubleshooting hardware and software problems.
- Providing technical support for mobile computing devices, remote access, telephone systems, courtroom technology, and audio/visual systems, as required.
- Installing or assisting in the installation of upgrades of new or revised off the shelf/desktop releases.
- Maintaining contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs.
- Monitoring day-to-day operations of equipment and systems. Performing inventory control duties. Recommending hardware, equipment, and software updates.
- Performing other duties as assigned.

QUALIFICATIONS:

To qualify for the position, applicants must have one year of specialized experience. Specialized experience includes progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to perform the position's duties successfully and involves the routine use of automated software and keyboarding for word processing, data entry, and report generation.

Applicants should possess knowledge of common IT hardware and software programs, including Microsoft 365 products. Prior help desk experience is preferred. Attention to detail, exceptional organizational and time management skills, as well as excellent problem solving and critical thinking skills are required. Strong interpersonal skills supported by articulate written and verbal communication skills, including the ability to explain technical concepts in an understandable manner, are essential. In addition, the incumbent must exercise mature judgment, maintain a professional demeanor, and be a dependable and flexible team participant. Availability for occasional travel, including overnight, is required. Lifting and moving moderately heavy items, such as computer equipment, may be required.

BENEFITS:

Court employees are entitled to the same benefits as other federal employees such as:

- Thirteen days of paid vacation for the first three calendar years, twenty days after three years, and twenty-six days after fifteen years. Thirteen days of paid sick leave and eleven paid federal holidays per calendar year.
- Participation in the Federal Employees Health Benefits (FEHB) Program, the Federal Employees Dental and Vision Insurance Program (FEDVIP), and the Federal Employees Group Life Insurance (FGLI) Program.
- Supplemental benefits, including health and dependent care reimbursement accounts, commuter benefits, and long-term care insurance.
- Participation in the Federal Employees Retirement System with investment opportunities through the Thrift Savings Plan (similar to a 401k).

Current Judiciary employees transferring without a break in service will maintain their current benefits.

APPLICATION PROCESS:

Submit one document in PDF format via e-mail to Human_Resources@tned.uscourts.gov that includes the following:

- A cover letter addressing the qualifications, skills, and experience necessary to perform the job;
- A resume, including a list of professional references; and
- A completed AO 78, [Application for Federal Judicial Branch Employment](#).

Incomplete submissions and submissions that are not received in one PDF document may not be considered.

DISCLOSURES:

- Applicants must be U.S. citizens or [meet the requirements for employment in the Judiciary](#).
- 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.
- Employment references may be checked prior to a job offer.
- The successful candidate will undergo a mandatory FBI fingerprint check/background investigation and will be considered a provisional employee pending successful completion of the investigation.

- U.S. District Court employees serve under “Excepted Appointments” and are considered “at will.” Employment can be terminated with or without cause by the Court. Federal Civil Service classifications and regulations do not apply.
- U.S. District Court employees are required to adhere to the [*Code of Conduct for Judicial Employees*](#) and are subject to strict confidentiality requirements.
- Salary payments are subject to mandatory electronic funds transfer (direct deposit).
- The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to applicants. 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.
- The United States District Court is an Equal Opportunity Employer and values diversity in the workplace.