

Notice of Career Opportunity

United States District Court Eastern District of Missouri



Posting Date:	2/12/2025
Vacancy Number:	IST-0225
Position Title:	Information Systems Technician (Full-time)
Position Location:	St. Louis, MO
Starting Salary:	CL 24/Step 1: \$45,382- Step 61: \$73,757 CL 25/Step 1: \$50,131-Step 61: \$81,458 Starting grade is dependent upon qualifications
Closing Date:	Open until filled - applications will be considered as they are received.

Position Summary

The Eastern District of Missouri is looking for a motivated professional who is interested in an opportunity with the United States District Court. The Information Systems Technician is located in the Clerk's office and provides technical support and assistance to the judges and staff of the District Court, Probation and Pretrial Services offices. This position performs routine to moderately complex installation and troubleshooting for hardware and software systems as well as system work related to the set up, and maintenance of the courtroom technology, video conferencing and all other sound system equipment. In addition, this position is the primary backup to the Help Desk.

Position Duties and Responsibilities

- Install or assist in the installation of upgrades or new off-the shelf/desktop releases.
- Set up, configure, install, and document hardware and software.
- Troubleshoot hardware and software problems.
- Perform basic support for telephone systems, such as additions, deletions, and moves.
- Primary backup to the Help Desk, responding to help desk calls and e-mails, log computer problems and assist with routine problems.
- Provide information and assistance to users on applications such as word processing and data entry.
- Provide support for mobile computing devices and remote access.
- Create and run reports.
- Perform inventory control duties.
- Prepare and maintain documentation and checklists for end users and other technicians.
- Coordinates electronic courtroom resources, including installation, support and troubleshooting evidence presentation technology including sound system equipment.
- Participates in projects with courtroom technology upgrades, implementation, and maintenance for multiple courtrooms and chambers.
- Perform system troubleshooting and triage during service failure and participate in detailed investigation

to determine root cause and corrective actions.

- Provide training and support to the court chambers, case management along with attorneys on the audio and video systems.
- Analyze help desk logs.
- Recommend hardware, equipment, and software updates.
- Knowledge of and compliance with The Code of Conduct for Judicial Employees and court confidentiality requirements.
- Knowledge of court policies, procedures, and guidelines.
- Ability to consistently demonstrate sound ethics and judgement.
- Provide related duties, as assigned.

Job Requirements and Qualifications

The minimum education requirement is a High School diploma or equivalent with at least one year of specialized experience. An associate degree or bachelor's degree is preferred, and a degree related to the IT field is highly preferred. Specialized experience is defined as progressively responsible technical experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position.

Desired Skills:

- Ability to work as part of a team.
- Good technical, troubleshooting, and communication skills.
- Ability to work in a changing work environment with frequent interruptions.
- Knowledge of theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to analyze, research, evaluate, and determine automation needs and make recommendations to the management team.
- Good understanding of latest available electronic technology, hardware, and software programs.
- Knowledge of VOIP.
- Knowledge of computer processes and capabilities, including a general understanding of records management systems.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner they can understand.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Detail oriented and the ability to effectively follow inventory control policies and procedures.
- Knowledge of capabilities, limitations, and functional applications of the courtroom technology.

Compensation

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. To qualify at the CL 24, applicants must have one year of specialized experience equivalent to work at the CL 23 level. Specialized experience is as defined above.

Benefits

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause.

11 Paid holidays	Health Insurance Benefits (variety of plans)
13 Sick days per year accrued	Life Insurance
13 Paid Vacation days for less than 3 years of service	Flexible Benefits
20 Paid Vacation days for 3 to 15 years of service	Federal Employee Retirement Plan
26 paid Vacation days 15 or more years of service	Thrift Savings Plan with Investment Options
Family Medical Leave Act Provisions	

Position is subject to mandatory Electronic Funds Transfer participation for net pay.

Background Investigation Requirements

The selectee considered for this position is required to undergo an FBI Background Check and/or Investigation and social media inquiry as a condition of employment. The selectee may be appointed provisionally, and retention will depend upon favorable suitability determination of the background investigation.

Application Procedure and Information

Applicants must be United States citizens or eligible to work in the United States. Appointment is contingent upon providing proof of United States citizenship, for requirements please see:

<https://www.moed.uscourts.gov/sites/moed/files/Citizenship-Requirements-Employment-Judiciary.pdf>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed. Applicants may be asked to participate in proficiency tests.

Qualified persons are invited to submit:

- letter of application,
- current résumé,
- completed application for judicial branch employment, form AO-78 (available at <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>)
- contact information for three professional references

Application materials may be submitted via e-mail to the following address:

MOED_Employment@moed.uscourts.gov

Incomplete application materials may not be considered. Only candidates selected for an interview will be contacted. The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position. Employees are required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

Equal Opportunity Employer