

UNITED STATES BANKRUPTCY COURT
MIDDLE DISTRICT OF LOUISIANA



NOTICE OF VACANCY

*The United States Bankruptcy Court for the Middle District of Louisiana is accepting applications for the position of **Information Technology Technician II**.*

ANNOUNCEMENT NUMBER:	23-1
LOCATION OF POSITION:	Baton Rouge, Louisiana
POSITION TITLE:	Information Technology Technician II
CLASSIFICATION LEVEL:	Court Personnel System, Classification Level 26-27
ANNUAL SALARY RANGE:	\$58,704-\$69,107, (starting) depending on experience Potential up to \$89,867
OPENING DATE:	MARCH 15, 2023
CLOSING DATE:	OPEN UNTIL FILLED. PRIORITY CONSIDERATION GIVEN TO APPLICATION PACKAGES RECEIVED BY MARCH 31, 2023
STARTING DATE:	TBD

- Starting salary commensurate with experience, qualifications, and salary history.

POSITION OVERVIEW:

The United States Bankruptcy Court for the Middle District of Louisiana is seeking qualified applicants for the position of Information Technology Technician II. This position is located in the Information Technology (IT) department and reports directly to the Director of IT. The Information Technology

Technician II provides administrative and technical support to the court in a wide range of areas including help desk support for end users as well as installing, configuring, and maintaining computer hardware, software programs, and mobile devices. This position performs routine to moderately complex troubleshooting for hardware and software systems. Other duties may include routine network administration as well as more complex network administration duties, including developing standards, recommending network infrastructure change, and coordinating and implementing network security measures.

REPRESENTATIVE DUTIES:

The Information Technology Technician II performs duties and responsibilities which include, but are not limited to, the following:

- Provides end user support and develops new uses for Microsoft Office 365 applications.
- Provide setup and support for mobile computing devices and remote access (laptops, iPads, mobile phones, etc).
- Answer help desk requests received via phone, email and chat sessions. Diagnose, research and document solutions to these requests.
- Maintains inventory of court property.
- Configure, deliver laptop computers, monitors, printers, thin/thick clients, and related hardware and accessories.
- Assist in the administration of the day-to-day operations and support of virtual and physical environments for desktop PCs and servers.
- Assists in the administration of computer networks and related computing environments, including computer hardware, systems software, and all configurations.
- Provide cabling support.
- Assist in the implementation of computer security measures to safeguard technology and court information. Develop and perform intrusion detection to verify effectiveness of security.
- May be responsible for some Microsoft Active Directory tasks.
- Provide end users with technical training in all areas to help them perform their duties.
- Maintain hardware and software via installation of firmware updates, software updates and patches.
- Troubleshoot problems with the operation, performance and/or functionality of desktop application software and hardware as well as courtroom audio and video systems.
- Work is performed in an office setting. Employees may be required to lift and move moderately heavy items, such as computer equipment.
- Perform other duties as assigned.

REQUIREMENTS:

Minimum Qualifications:

- Applicant must be a high school graduate or equivalent.
- Two years of advanced experience with installation, configuration, maintenance, and support of information technology systems & networks.
- Ability to identify new products and solutions to implement new technologies.
- 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 others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Ability to work as part of a team.
- Must be an innovative and a creative problem solver who can effectively work with management on projects and daily challenges.
- Must be able to manage multiple priorities and projects and work with limited supervision.

Preferred Qualifications:

- Bachelor's degree in Computer Science, MIS or related field.
- Experience with VMWare Horizon (VDI)
- Experience with Sharepoint and/or other Office 365 products
- Experience as a U.S. Courts employee.
- Knowledge of relational database fundamentals and experience with database applications such as MySQL and Microsoft SQL server.
- Knowledge of professional-grade digital audio and video components and control systems used in electronic courtrooms for evidence presentation and recording court hearings.
- Experience VoIP systems such as Cisco.
- Experience with website development.

BENEFITS:

Judicial Branch employees are considered "at will" employees and are not subject to the employment regulations of competitive service. However, Judiciary employees are entitled to benefits similar to those of other government employees including: paid annual and sick leave, ten paid holidays per year, health insurance, life insurance, dental and vision insurance, Flexible Benefits Program, Long Term Disability Insurance, Thrift Savings Plan, participation in the Federal Employees' Retirement System, paid on-site assigned parking, and a professional work environment.

CONDITION OF EMPLOYMENT:

Applicants must be U.S. citizens. A background investigation including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Retention depends on a favorable suitability determination. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

APPLICATION PROCEDURES:

Qualified candidates should submit a complete applicant's packet which includes:

- Letter of interest (cover letter)
- Current / detailed resume
- Completed AO-078 Federal Judicial Branch Application For Employment which can be found at <http://www.uscourts.gov/forms/AO078.pdf>
- Professional references with contact information.

Applications will not be considered complete until all items listed above have been received.

Please submit completed applications via e-mail to:

cory_ewing@lamb.uscourts.gov

(Attachment must be saved as one PDF file)

Or to:

Director of IT
United States Bankruptcy Court, Middle District of Louisiana
707 Florida Street, Room 119
Baton Rouge, Louisiana 70801

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER