

**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF NEW YORK
PROBATION AND PRETRIAL SERVICES**

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Vacancy Announcement #26-PO-11

Position: Support Specialist
Location: Albany, New York
Opening Date: July 21, 2026
Closing Date: Open Until Filled (*Applications will be reviewed on a rolling basis, with preference given to those received by August 7, 2026*)
Starting Salary: Classification Level 23 (\$41,625 - \$67,711)
Salary Potential: Classification Level 24 (up to \$74,957)
Status: Full-Time
Target Start Date: September 2026

The Probation Support Specialist provides technical, administrative, and clerical support to probation officers and officer assistants in a wide range of areas. This position is designed for individuals interested in a professional support role within a law enforcement agency, rather than a career as a law enforcement officer. As a non-law enforcement position, the incumbent will report to the Support Team Leader. The individual should be a highly organized self-starter with the ability to prioritize and complete multiple tasks and deadlines for numerous people within a fast-paced working environment. Must be able to handle interruptions and changing deadlines and remain on track to complete assignments. The ability to maintain confidentiality is imperative.

Representative Duties: A Support Specialist performs duties and responsibilities including, but not limited to, the following:

1. Screens telephone calls and visitors. Answers routine questions, provides assistance as authorized and refers persons to officers or to appropriate agencies based on the knowledge of officers' activities and office operations. Routine copying, scanning, and filing will be required.
2. Makes chronological entries in supervision case records. Conducts records research and retrieval via telephone or mail to obtain required documentation. Set up new supervision case records and perform various file management tasks. Assists officers in responding to collateral requests for information. Keeps various logs and records up to date.
3. Observes and conducts same sex drug testing on persons under supervision in a controlled environment. In accordance with local and national policy, follows chain of custody protocol when reporting drug testing results. Sends specimens to national contract laboratory for confirmation as instructed.

4. Operates the local/state law enforcement information retrieval system and Criminal Justice Information System (CJIS) terminals to obtain criminal history information and route the information to appropriate recipients. Obtains fingerprint and credit checks and send FBI flash notices. Assists with photographing defendants/offenders and uploads into an automated case management tracking system.
5. Use of various programs/databases, including Accurant, ATLAS, Capture, e-Justice, BOP Red Flag report, archive requests, CM/ECF and LENS.
6. Opens, closes, researches, and updates information into computerized records, including the Probation Automated Case Tracking Systems (PACTS). Retrieves information from databases and generates periodic reports.
7. Performs other support related duties as assigned.

Minimum Experience and Education Requirements:

High School Diploma and two years of general experience are required. However, education above the high school level may be substituted for required general experience on the basis of one academic year equals one year of general experience.

Applicants should possess strong verbal and written communication skills, excellent organizational abilities, and effective analytical and problem-solving skills. The successful candidate must be able to manage multiple tasks and competing priorities in a fast-paced environment with frequent interruptions. Experience using automated systems and providing excellent customer service is highly desirable. Previous experience in an office setting and proficiency with Microsoft Windows and Microsoft Office applications are preferred.

Conditions of Employment:

Applicants must be United States citizens or eligible to work in the United States. The individual being selected for this position will be required to submit to a security background check which includes fingerprinting. Candidates must complete the AO-78, questions 19-21 regarding criminal history. Providing false and/or misleading information may be grounds for removal from the application and selection process. All appointments are provisional upon a favorable suitability determination. Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants upon request. Employees are Excepted Service Appointments. Excepted Appointments are "at will" and can be terminated with or without cause by the court. Electronic direct deposit of salary payments is mandatory.

Benefits Package

- Health, dental, vision, life, and long-term care insurance
- Health and dependent care reimbursement accounts
- Student loan forgiveness
- Federal Employee Retirement System
- Thrift Savings Plan with 5% match
- Paid annual and sick leave
- Paid federal holidays
- Paid Parental leave

- Paid parking
- On-site fitness facility

For more information, please visit: <https://www.uscourts.gov/careers/benefits>

Application Process:

Consideration will only be given to those who apply through the court's online applicant tracking system. To apply, visit our applicant tracking system at:
<https://forms.nynd.uscourts.gov/recruitment/>

Applicants must submit the following:

1. A letter of interest,
2. A current resume,
3. A completed AO-78, Application for Judicial Branch Federal Employment (submitted via the applicant system). All sections must be completed.

If you fail to provide the required documents, your application package may be considered incomplete and may not be considered. Participation in the interview process will be at the applicant's own expense. The Courts will not pay relocation expenses. Only those applicants selected for an interview will be contacted. The United States Probation Office, Northern District of New York reserves the right to modify the conditions of this job announcement; to withdraw the job announcement, to fill the position earlier than the closing date or to fill more than one position. Any of which may occur without prior written notice. The Court provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation, please notify human resources. The decision on granting reasonable accommodation will be made on a case-by-case basis. EOE.