



## United States District Court, Northern District of New York

100 S. Clinton St.

Syracuse, NY 13261

[www.nynd.uscourts.gov](http://www.nynd.uscourts.gov)

Announcement Number: 24-DC-07

### VACANCY ANNOUNCEMENT

**Position:** Information Technology Technician  
**Location:** Albany, New York  
**Starting Salary Range:** \$49,375 - \$67,975 (Classification Level 25 - 26)  
**Promotional Target:** Potential to CL-27 without further competition  
**Status:** Full Time  
**Opening Date:** April 29, 2024  
**Closing Date:** Until Filled  
**Projected Start Date:** May/June 2024

**Introduction:** The Information Technology Technician is a member of the IT Department and performs various end user support activities. The incumbent provides day-to-day support and training for end users, installs and configures computer hardware and software programs, and performs routine troubleshooting. The position will report to the IT Director or designee. Occasional travel to other Court offices is required. The position will assist with supporting over 200 end users across five divisional offices, located in Albany, Binghamton, Plattsburgh, Syracuse, and Utica. Occasional evening, weekend, and holiday work is necessary. Physical effort may be involved in moving, connecting or troubleshooting equipment. Manual labor will be required along with the ability to lift 50 pounds.

#### **Summary of Representative Duties and Responsibilities:**

- Provide day-to-day end user support and assist with training staff in MS Office 365 Suite, MS Active Directory, Adobe Acrobat, MS Edge, Google Chrome, Mozilla Firefox, and national/locally developed applications.
- Respond to helpdesk calls, emails, and service requests submitted through the internal helpdesk ticketing system.
- Distribute and install new hardware, including, but not limited to, PC hardware, laptops, printers, IP phones, and mobile devices. Track equipment using internal inventory application.
- Provide support for mobile computing devices and remote access. Provide general hardware maintenance, upgrades, and repairs.
- Install and configure new software applications. Troubleshoot routine PC equipment and software problems. Assist the system administrator with the maintenance of national and locally developed web applications.
- Provide assistance with IT-related upgrades in the area of cabling, internet protocol telephony, video conferencing, audio-visual and courtroom technology.
- Perform other IT related duties as assigned.

**Qualifications:** To qualify for the classification level 25-26, applicants must have at least one year of specialized experience or completion of a bachelor's degree.

**Preferred Skills:** Applicants should possess strong communication and problem-solving skills. Experience using automated systems to perform tasks, manage information and customer service skills are a plus. Progressively responsible experience that is in, or closely related to, the work of the information technology and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

Ability to maintain, troubleshoot, and administer printing, scanning and other multi-function networked devices. Sufficient experience supporting mobile devices (smart phones, tablets, laptops). Basic understanding of TCP/IP, Active Directory (user creation/deletion, password resets), and anti-virus concepts.

A successful candidate(s) must be mature, responsible, poised, organized, and meticulous. Must also possess integrity, tact, good judgment, initiative, and the ability to work with a wide variety of people with diverse backgrounds. Ability to follow detailed instructions and multitask.

**Additional Information:** Applicants must be U.S. citizens or eligible to work in the United States. Employment is subject to a satisfactory background investigation, which includes fingerprint and record checks. Unsatisfactory results may result in termination of employment. The Federal Financial Management Reform Act requires direct deposit of federal wages. The individual selected for this position must sign up direct deposit for payment of salary. Must have valid driver's license.

Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available to applicants upon request. Employees of the United States District Court are Excepted Service Appointments. Excepted Appointments are "at will" and can be terminated with or without cause by the Court. The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

**Benefits:** Benefits include 13-26 days of annual leave, 13 days of sick leave, 11 paid holidays per year, immediate enrollment in a matching Thrift Savings Plan, pre-tax programs, and insurance plans (i.e., health, life, vision, dental and long-term care).

**Application Process and Deadline:** Consideration will only be given to those that apply through the court's online applicant tracking system. To view openings and 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 applicant system).

**If you fail to provide the required documents, your application package may be considered incomplete and may not be considered.**

*Only those applicants selected for an interview will be contacted. No phone calls please. Participation in the interview process will be at the applicant's own expense. The Court will not pay for relocation expenses. The United States District Court, Northern District of New York reserves the right to modify the conditions of this job announcement; to withdraw the job announcement or to fill the position earlier than the closing date. Any of which may occur without prior written notice. If a similar position within the District Court Clerk's Office opens within 60 days of the closing date of this announcement, applicants under this announcement will be considered without further advertisement and competition. This Court is an Equal Opportunity Employer.*