



UNITED STATES DISTRICT COURT District of New Mexico

Honorable William P. Johnson, Chief Judge
Mitchell R. Elfers, Clerk of Court

Office of the Clerk

333 Lomas Blvd. NW, Suite 270, Albuquerque, NM 87102

Telephone: 505-348-2000

NOTICE OF JOB OPPORTUNITY

Vacancy Announcement #: 20-LC/IS-2

ANNOUNCEMENT DATE:	August 17, 2020
CLOSING DATE:	Open Until Filled <i>Preference given to applications received by August 24</i>
POSITION:	Information Technology Technician
STARTING LEVEL/SALARY:	CL 25/Step 1 to CL 25/Step 61 \$42,302 to \$68,808 <i>Depending on Qualifications</i>
LOCATION:	Las Cruces, New Mexico

POSITION OVERVIEW

The District of New Mexico is seeking a full-time Information Technology Technician for the Las Cruces Clerk's Office. This position reports to the Information Services Support Supervisor in Albuquerque. The IT Technician is responsible for day-to-day end user support and work related to setting up, supporting and maintaining computer and telecommunications systems and equipment. Incumbent provides significant procurement support for the IS department.

Recent college graduates seeking a long-term growth career are encouraged to apply.

DUTIES AND RESPONSIBILITIES

- ◆ Respond to help desk calls and emails, log technical problems. Troubleshoot hardware and software problems. Act as onsite technical resource to provide information and solve basic systems-related problems.
- ◆ Procure supplies, equipment and services for the IS department, while adhering to the Court's procurement regulations and policies. Track expenditures and reconcile accounts.
- ◆ Create and maintain user accounts; assist with web access; train individual end users.
- ◆ Assist with providing support for system networks, remote access, and mobile computing and communication devices. Provide system support for local and national

telephone systems. Provide cabling support.

- ◆ Assist in the installation of upgrades of new or revised off-the-shelf/desktop releases. Set up, configure, install, and test hardware and software.
- ◆ Assist with project-based work as needed.
- ◆ Other duties as assigned.

MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS

- ◆ High school graduation or equivalent. A bachelor's degree in a related field is preferred.
- ◆ Two years general experience. General experience consists of progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the knowledge and skill needed to perform the duties of the position. Education above the high school level may be substituted on the basis of one academic year (30 semester hours or 45 quarter hours) equals one year of general experience.
- ◆ A minimum of one year specialized experience that includes:
 - Person-to-person IT customer service and support.
 - Hardware maintenance, troubleshooting and configuration.
 - Software installation, maintenance and support.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- ◆ Knowledge of the latest electronic technology and hardware, software, and supported applications. Knowledge of operating systems, servers, and workstation products. Knowledge of telephone and wireless systems. Basic knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards. Knowledge of theories, practices, and usage of computer hardware and software, and data communications. Knowledge of capabilities, limitations, and functional applications of information technology.
- ◆ Strong problem-solving skills. Skill in performing software and hardware maintenance and troubleshooting.
- ◆ Skill in training end users on relevant hardware and software programs. Skill or the ability to learn how to build and maintain hardware images.
- ◆ Ability to meet established deadlines and commitments. Ability to perform procurement duties timely and accurately, from purchase to payment of invoices.
- ◆ Ability to learn and apply the court's policies, procedures, and guidelines for information technology and procurement.
- ◆ Candidates should possess strong people skills, sound ethics, good judgment, tact, initiative, and the ability to communicate technical information effectively (both orally and in writing) to end users.

COURT PREFERRED QUALIFICATIONS

- ◆ A bachelor's degree from an accredited four-year college or university, preferably in Computer Science, Information Systems, or a related field.
- ◆ Knowledge of Microsoft Office 365, Mozilla Firefox, VMware administration, Powershell scripting, Active Directory.
- ◆ Knowledge of VOIP telephone systems, cell phones and smart phones.
- ◆ Knowledge of internal controls concerning procurement, inventory, and property management. Experience working in a court environment is a plus.

CONDITIONS OF EMPLOYMENT

- ◆ Employees must be United States citizens or eligible to work for the United States government.
- ◆ Employees of the United States District Court are Excepted Service appointments; Excepted Service appointments are “at will” and can be terminated with or without cause by the court.
- ◆ Employees are required to adhere to a Code of Ethics and Conduct. Employees are subject to strict confidentiality requirements.
- ◆ This is a high-sensitive position. Selectees are subject to a background check or investigation and subsequent favorable suitability determination and are subject to updated background investigations every five years. An individual may be hired provisionally pending successful completion of the necessary records checks.
- ◆ The court provides reasonable accommodations to applicants with disabilities.
- ◆ This position is subject to EFT (direct deposit of salary earnings).

BENEFITS

A generous benefits package is available, including

- ◆ A minimum of 10 paid holidays
- ◆ Paid annual leave in the amount of 13 – 26 days per year, depending on length of service
- ◆ Paid sick leave in the amount of 13 days per year
- ◆ Optional participation in Federal Employees Health Benefits plans, including dental and vision insurance; Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance
- ◆ Retirement benefits (FERS)
- ◆ Thrift Savings Plan (TSP)
- ◆ Credit for prior government service

APPLICATION INFORMATION

Qualified applicants must submit a **cover letter, résumé with three references** and an **AO-78 *** (*Federal Judicial Branch Application for Employment*) by email to usdcjobs@nmd.uscourts.gov.

PLEASE INCLUDE "IT TECHNICIAN – LAS CRUCES" IN THE SUBJECT LINE

*The AO-78 can be downloaded at <http://www.nmd.uscourts.gov/employment>

Applications **must** be submitted as **ONE PDF** attachment.

Illegible or incomplete applications may result in loss of consideration for the position. ZIP files and links to file sharing services (e.g., DropBox, OneDrive) will not be accepted. PDF size is limited to 10 MB. Documents that cannot be downloaded by the court cannot be considered.

Only qualified applicants will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The U.S. District Court reserves the right to amend or withdraw any 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 select a candidate from the original qualified applicant pool.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER