

U.S. COURT OF APPEALS FOR THE NINTH CIRCUIT



VACANCY ANNOUNCEMENT

POSITION:	IT Technician (After Hours)
LOCATION:	San Francisco, CA
SALARY/CLASSIFICATION:	\$37,472 - \$60,907 (CL 23) or \$41,501- \$67,449 (CL 24) <i>depending on qualifications</i>
TERM:	1 Year <i>Renewable based on performance and budget.</i>
CLOSING DATE:	Open until filled <i>Priority consideration given to applications received by April 17, 2015.</i>

ABOUT THE COURT

The Ninth Circuit Court of Appeals is one of 12 regional federal courts. Circuit courts hear appeals from the district (trial) courts located within their circuit, as well as appeals from decisions of federal administrative agencies. Headquartered in San Francisco with courthouses in Pasadena, Seattle and Portland, the Court serves nine western states, Guam and the Mariana Islands. For more information about the federal court system, please visit: <http://www.uscourts.gov/> For more information about the Ninth Circuit Court of Appeals, please visit: <http://www.ca9.uscourts.gov> The San Francisco courthouse is conveniently located one block from the Civic Center BART/Muni station.

POSITION DESCRIPTION

This position is located in San Francisco and will report to the Desktop Support Supervisor in San Francisco. Following 2 weeks of training on a conventional work schedule, the incumbent will provide technical support weekday evenings (5 PM - 10 PM), Saturdays (12 PM - 7 PM), and Sundays/holidays (1 PM - 10 PM) for a total of 40 hours per week. Compensation time is granted for any hours worked beyond 40 in a given week and for work conducted on holidays.

REPRESENTATIVE DUTIES

- Provide information and assistance to users on applications such as word processing, electronic mail, and other personal computer applications in a Windows 8 environment.
- Provide assistance for remote connections, including support for VPN, RDP, printing, and home internet connections.
- Provide assistance for mobile devices including laptops, iOS devices, and Androids.
- Author and maintain end user support documentation.
- Complete tasks and projects assigned by the Desktop Support Supervisor.

QUALIFICATIONS for CL 23

- 1 year of specialized experience. *Specialized experience is defined as progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology.*
- Bachelor's degree.
- Thorough knowledge of computer processes and capabilities, including personal computer operating systems and applications.
- Solid understanding of computer operations in a networked environment including home internet, wireless setup/troubleshooting, and home internet routers.
- Solid understanding of iOS and Android devices.
- Good knowledge of word processing software and electronic mail applications.
- Excellent proactive and responsive customer service skills.
- Excellent written and verbal communication skills.
- Demonstrated ability to meet established deadlines and commitments.
- Demonstrated ability to inventory hardware and perform ticket processing tasks with an emphasis on attention to detail.
- Ability to work independently with minimal onsite supervision.
- Ability to interact in a positive and professional manner with users at all levels of the court.
- Ability to lift 50 lbs.

QUALIFICATIONS for CL 24

All of the above, plus:

- 2 years of specialized experience.

BENEFITS

- Vacation time accrues at a rate of 13 days per year the first three years; increasing with tenure thereafter. Sick days accrue up to 13 per year; 10 holidays.
- Choice of a variety of employer-subsidized federal health and life insurance plans. Dental and vision coverage available. Flexible spending account program.
- Optional long-term disability and long-term care insurance.
- Participation in both the Federal Employees Retirement System and the Thrift Savings Plan (similar to a 401K, with employer matching).
- Mass transit subsidy (budget dependent).
- Onsite gym and café.

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or a permanent resident in the process of applying for citizenship. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are at will and can be terminated with or without cause by the Court. Employees will be hired provisionally pending the results of a background investigation and fingerprinting, and are subject to a probationary period. Employees are subject to *The Judicial Code of Conduct*. Direct deposit of pay required. The U.S. Court of Appeals is an Equal Opportunity Employer.

TO APPLY

Please submit a resume and a detailed cover letter which clearly demonstrates why you are the best person for this position, along with 3 references to: NightTech@ca9.uscourts.gov

To ensure consideration, please submit these materials by **April 17, 2015**. Only candidates selected for an interview will be notified. Unsuccessful candidates will not receive notice.