



U.S. COURT OF APPEALS FOR THE NINTH CIRCUIT

VACANCY ANNOUNCEMENT

POSITION:	Computer Technician
LOCATION:	Pasadena, CA
CLASSIFICATION LEVEL/SALARY:	CL 24 (\$35,596 - \$64,334) CL 25 (\$43,727 - \$71,069) <i>Depending on salary and 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 March 1, 2016.</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. The Pasadena federal courthouse is conveniently located just off the 210 and five minutes from the 110 in Old Pasadena, with parking directly across the street. 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>.

POSITION DESCRIPTION

This position is located at the Richard H. Chambers Courthouse in Pasadena and will report to the IT Supervisor. The incumbent will provide technical support to Court of Appeals judges and staff, as directed. The work involves routine to moderately complex troubleshooting for hardware and software programs and systems. Travel to other court locations is required as needed.

REPRESENTATIVE DUTIES

- Perform automated tasks, including installing, troubleshooting, repairing and configuring hardware and software. Test and evaluate new hardware and software prior to installation.
- Provide information and guidance to staff via the Court's IT Help Desk. Troubleshoot and provide in-person or over the phone assistance to technical problems as necessary to resolve problems. Assist with web access, word processing, and data entry issues.
- Customize hardware and software programs for local needs and train personnel in their use.
- Provide support for mobile computing devices and remote access issues.

- Prepare and maintain the documentation procedures and checklists for end users and other technicians.
- Provide information and assistance to users on applications such as word processing, electronic mail, and other applications in a Windows and iOS environment.
- Provide day-to-day systems backups and verify the validity of data. Perform inventory control duties.
- Assists with office moves and equipment set-ups in new locations.
- Perform other duties as assigned.

QUALIFICATIONS

Applicant must be a high school graduate or equivalent, and have one to three years of progressively responsible experience in providing information technology end user support and assisting with computer resolution. In addition, the successful candidate must also demonstrate or possess:

- Solid understanding of computer operations in a networked environment.
- Ability to implement, operate and document information technology systems considering both hardware/software issues.
- Knowledge of computer processes and hardware/software capabilities, including a general understanding of case management systems.
- Knowledge of custom off-the-shelf computer hardware and software programs.
- Ability to perform hardware and software installation, maintenance and trouble-shooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- General knowledge of mobile devices, including laptops, smart phones, and tablets.
- Good knowledge of word processing software and electronic mail applications and ability to adapt to local needs.
- Demonstrated proactive and responsive customer service skills, including excellent verbal and written communication skills.
- Ability to lift and move equipment up to 50 pounds.

PREFERRED QUALIFICATIONS

- Bachelor's degree from an accredited college, university, or technical school in related field of study.
- Training experience.
- Experience working in a court or legal work environment.

BENEFITS

- Vacation time accrues at a rate of 13 days per year the first three years; increases with tenure.
- 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. Optional long-term care insurance. Flexible spending account program.
- 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).

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or a permanent resident seeking citizenship. 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 one-year 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: ITstaff@ca9.uscourts.gov

To ensure consideration, please submit these materials by **March 1, 2016**. If you have previously filed an application for this position, *please do not re-apply*. Only candidates selected for an interview will be notified. Unsuccessful candidates will not receive notice.

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice.