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CAND MISSION

The mission of the Clerk's Office of the United States District Court for the Northern District of California is to support, defend and preserve the Constitution of the United States by:

- Serving and supporting the court
- Providing access to the court
- Maintaining the records of the court
- Providing information about the court
- Performing our mission with a commitment to excellence

The United States District Court is an equal focused employer.

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA

Position: Information Technology Technician I

Classification Level: CL-26/CL-27

Salary Range CL 26: \$59,197 to CL 27: \$65,065 - \$105,746 (Depending upon Experience and Qualifications)

Location: San Francisco, CA

Opening Date: December 20, 2022

Closing Date: Open Until Filled

POSITION OVERVIEW

The position is located in the District Court Clerk's Office. The Information Technology Technician is a member of the IT department and works under the general direction of the Director of IT and the IT Supervisor. The incumbent will primarily provide AV and courtroom technology support, as well as provide backup technical/IT helpdesk support for end users within the Northern District of California courthouses. The incumbent provides IT support to the court staff and works with major national systems and those developed or customized for local use.

REPRESENTATIVE DUTIES

The Information Technology Technician (Audio Visual) will be responsible for the support, maintenance, and inventory of courtroom technology systems, including the coordination and operation of audio/video conferencing, evidence presentation, streaming media systems, and performing video recording and production.

- Assist in courtroom technology upgrades in the areas of cabling, terminations, technology configuration, and cable management.
- Coordinate video and teleconferences for the Court. This may involve scheduling, troubleshooting, setting up equipment, initiating calls and monitoring equipment.
- Install and maintain recording systems.
- Participate in setting up overflow rooms, streaming and recording Court ceremonies and events. Handle the video production and editing of these events.
- Work in tandem with other IT team-members and the IT Supervisor, in coordinating and troubleshooting activities related to the courtroom and conferencing systems and to ensure Court district-wide baselines and standards are maintained.
- Carry out audio visual projects and meet Court goals in the areas of courtroom technology, conference rooms, remote meetings, and streamed events.
- Advise management in areas of audio/visual and courtroom technology needs, objectives, and capabilities, including anticipation of future requirements and potential problems.
- Serve as instructor on courtroom technology to court personnel and attorneys.
- Provide support to the technical helpdesk for end-users, as needed. This includes but is not limited to, receiving, and responding to end-user requests, installation and repair of computer and computer-related hardware and software, onboarding of new users, desktop imaging, perform end-user support and training, assist with inventory requirements, litigation support, assist in implementing automation plans, maintain

documentation, aid with network administration, all in accordance with Court IT security policies and procedures.

- Work in a demanding environment and travel to other divisional offices is required.
- Perform other duties as assigned.

QUALIFICATIONS

Minimum Qualifications

The successful applicant must have:

- For CL-26 one-year specialized experience, including at least one year at or equivalent to work at CL-25.
- For CL-27 two years specialized experience, including at least one year specialized experience at or equivalent to CL-26.

For placement at salary levels above minimum up to and including step 25, (considering court- preferred skills and an evaluation of quality of experience), at least two years specialized experience at or equivalent to work at CL-26.

Specialized Experience is progressively responsible experience related to the technical aspects of data processing, office automation, and data communications, and their applications, terminology, and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management.

Preferred Qualifications

Applicant must also have progressive knowledge and the aptitude to troubleshoot and solve technical issues and repair hardware or infrastructure issues. Systems in use include digital audio signal processors, control processors, video distribution, wireless and infrared audio, teleconferencing and video conferencing equipment. Knowledge of Crestron, Extron, Biamp, Polycom, Liberty Recording, FTR, and other A/V equipment and software is highly desirable. Experience with videography skills, including recording, stream via media server, and adjusting digital media to create quality videos is a plus.

Demonstrate customer service skills, troubleshooting skills, the ability to work in a team environment, and interact directly with all levels of court personnel and other agencies. The candidate must possess the ability to clearly and patiently explain technical issues to non-technical users, write effective instructions for users, and document issues and solutions. The ability to communicate effectively with various individuals, focusing on customers (internal/external), respecting others, the uniqueness of the federal judiciary and acting with integrity are all essential skills.

Applicant must have knowledge and responsible workplace experience with Windows desktop, MS Office products, Adobe Acrobat. Knowledge of networking fundamentals such as TCP/IP addressing, VLANs, and Switches.

Knowledge of endpoint security software and controls. Understanding of incident response processes, including the ability to implement plans and procedures as directed by his/her supervisor. Ability to identify and analyze security risks, bring it to the attention of his/her supervisor and to implement resolutions.

Must be able to work during non-business hours as required to complete urgent projects or prevent disruption to court proceedings or special events; Must have reliable transportation for travel; Moving and lifting weights that commensurate with the weight of equipment associated with the job duties is essential.

COMPENSATION AND BENEFITS

Compensation will be set based on experience and qualifications pursuant to the policies and guidelines set forth in the Court Personnel System (CPS). Employees qualify for retirement plans, federal employee's group health insurance, life insurance, dental/vision insurances, and flexible benefits.

INFORMATION FOR APPLICANTS

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

The successful candidate for this position is subject to a FBI fingerprint check and background investigation (employment will be provisional and contingent upon the satisfactory completion of the required background investigation), will be required to adhere to a [code of conduct](#), and is subject to mandatory direct deposit of federal wages. The court is not authorized to reimburse travel expenses for interviews or relocations.

Interviewing Non-Citizens and Making Offers of Future Employment: Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). In most cases, this means that an offer of employment cannot be made unless the candidate is a lawful permanent resident who is seeking U.S. citizenship as explained below.

Under 8 U.S.C. §1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible, and must complete the process within two years of applying (unless there is a delay caused by the processors of the application).

Equal Focused Employer

We value diversity and are committed to equity and inclusion in our workplace. The Court encourages applications from all qualified individuals and seeks a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran's status, disability, religion, and socio-economic circumstance.

The court provides reasonable accommodation to applicants with disabilities. If you need reasonable accommodation for any part of the application or hiring process, please notify the Human Resources Unit of the Clerk's Office at 415-522-2147. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

APPLICATION PROCEDURE

Applicants must submit the following:

1. Cover Letter
2. Resume
3. Three professional references.

To be considered for this position, visit our agency website at <https://www.governmentjobs.com/careers/uscourtsand> to submit the online application, along with the above-listed documents. Attachments should be submitted as Microsoft Word (DOC) or Adobe Acrobat (PDF) files. Other formats are not acceptable.

Applications will be considered complete when the online application and all required attachments, in the appropriate format, are received by the Human Resources Unit. Applications and/or attachments received after the closing date may not be considered.