



United States Probation Office Northern District of California

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MISSION

The Northern District of California Probation Office is a collaborative team of professionals who apply innovative practices and strategies in order to:

- Assist the federal courts in the fair administration of justice;
- Protect the community; and
- Bring about long-term positive change in individuals under supervision.

VISION

The Northern District of California Probation Office strives to create a supportive environment where staff have rewarding careers. Our goal is to create growth opportunities for justice impacted individuals, while upholding the integrity of the judiciary and connecting with the community we serve.

VALUES

Accountability
Integrity
Innovation
Diversity
Collaboration

February 6, 2026
Probation Support Technician
Vacancy Announcement
Job Code: 26-DA0206PST

Status: Regular Full-Time
Salary Range: \$50,438 - \$100,341 Table SF (CL 23/01 – CL 25/61)
Closing Date: February 20, 2026
Location: San Francisco, California (in office at least twice per week)

The Northern District of California United States Probation Office seeks to serve the U.S. Court System and improve public safety by investigating and supervising individuals convicted of federal crimes, enforcing sentences, and providing correctional treatment to persons under supervision. The Office is now seeking a qualified Probation Support Technician at classification levels (CL) 23, 24, or 25 based on qualifications and experience.

There is promotion potential to CL-24 Probation Support Technician or CL-25 Probation Support Technician without further competition if selected initially for the CL-23 Probation Support Technician or CL-24 Probation Support Technician.

The ideal candidate will be an accomplished and self-motivated individual with excellent interpersonal skills and strong work-ethic. This individual will embrace our mission and be committed to and believe in our vision of working together creatively to transform lives in enhancing the safety of our community. Our fast-paced, highly service-oriented environment will provide opportunities for challenging and rewarding work as a member of the probation support team. The successful individual must be able to thrive in an environment that promotes teamwork and professional enrichment where we commit to supporting and defending the U.S. Constitution, the worth and dignity of all people, defending their right to be treated with fairness and respect, believing that all people are capable of positive change using evidence-based practices. We promote a diverse, equitable, and inclusive workplace.

POSITION DESCRIPTION:

Probation Support Technicians provide entry-level technical and administrative support to probation officers in areas including assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, and performing similar duties under the guidance of a probation officer. The Probation Support Technician(s) may be placed in either the Presentence or Supervision division.

REPRESENTATIVE JOB DUTIES & RESPONSIBILITES:

- Assists probation officers and officer assistants in both the presentence investigations and supervision disciplines in managing their caseloads by performing any or all of the following tasks: conducts case file reviews; advises officers and officer assistants of matters needing their attention, such as compiling criminal histories/profiles from a variety of sources; makes chronological entries in supervision case records; conducts records research and retrieval by contacting other agencies by phone or mail to obtain needed documentation for officers and officer assistants; running record checks through local and national databases and files; sets up new supervision case records and performs various file management tasks; assists officers and officer assistants in responding to collateral requests for information; assembles/processes information to the Sentencing Commission; and keeps various logs and records.
- Formats, types, edits, and finalizes reports and correspondence for probation officers and officer assistants from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memorandums or reports to the court.
- Completes various standard forms for submission to the court and legal counsel using information provided by officers and officer assistants, including, but not limited to, petitions, orders to the court, and similar documentation.
- Under the guidance and direction of a probation officer or a supervisory probation officer, monitor individuals under supervision compliance by making telephone contacts, reviewing written monthly reports, assisting with computer forensics, and reviewing computer usage via remote software. Report noncompliance issues to a probation officer or a supervisory probation officer.
- Under the guidance of a probation officer or a supervisory probation officer, assist administratively with the supervision of a low-risk caseload by monitoring for non-compliant behavior of persons under supervision who are not required to make monthly personal contact with the probation office and completing case paperwork as required. These duties may include answering individuals under supervision questions, tracking individuals under supervision's monthly report, and investigating noted changes, transmitting letters to individuals under supervision, maintaining chronological entries in PACTS, conducting financial and criminal records checks, maintaining case files, and communicating non-compliance issues to a probation officer or a supervisory probation officer.
- Maintains original Monthly Treatment Reports (MTRs) and logs and copies of program plans in DAC/MH files and distributes copies of MTRs and logs to probation officers for client files. Ensures that the Clinical Services Module is accurate for monthly report submission to the Administrative Office. Point of contact for vendor and staff for routine contracts administration questions related to billing, supplies, and file maintenance. Assists the Contracts Administrator and Contracts Team with vendor training by preparing training materials and supply ordering.
- Opens, closes, and updates information into computerized records, including the Probation Automated Case Tracking System (PACTS) and Probation Assistant; researches information from case records and enters into system as appropriate; screens forms completed by officers and officer assistants and requests corrections as needed; and retrieves information from database and generates periodic reports.
- Participates in problem solving at staff meetings with other support staff, officers, and officer assistants; makes constructive suggestions for improvements in work processes to better achieve goals and objectives; and periodically acts as administrative and clerical facilitator to distribute/redisribute work and optimize office support operations as needed.
- Provides general clerical and office support by performing any or all of the following tasks: answers the telephone and takes messages; copies and distributes documents; sends and receives faxes and electronic mail messages; processes travel and expense reimbursement documents; receives and distributes mail; attends meetings and takes minutes; provides backup receptionist help; orders and stores office supplies; and assists probation officers and officer assistants with word processing or other computer issues in the absence of the supervisor.

REPRESENTATIVE JOB DUTIES & RESPONSIBILITES CONTINUED:

- Prepare and process forms and documents, ensuring consistency and accuracy among court-supplied documents, officer reports, and related paperwork. Format, type, and edit reports which are reviewed by a probation officer or a supervisory probation officer.
- Maintain chain of custody of urinalysis test materials. Maintain paper and computerized records of test results and inform probation officers of test results. Maintain and mail or transport tests and materials to laboratories for confirmation.
- Assist with the training of new probation officers and probation officer assistants as it relates to operational support procedures and policy.
- Performs other appropriate duties as assigned.

QUALIFICATIONS:

For CL-23 classification level: Possess high school diploma or equivalent and two years of general experience.

For CL-24 and CL-25 classification levels: Possess one year of specialized experience.

GENERAL EXPERIENCE: Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above the high school level may be substituted for required general experience based on one academic year (30 semester or 45 quarter hours) equals one year of general experience.

SPECIALIZED EXPERIENCE: Progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry, or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking, and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

PREFERRED EDUCATION AND EXPERIENCE: A bachelor's degree in criminal justice, social work, psychology, or another related field from an accredited college or university. Having more than two years of general experience and/or having more than one year of specialized experience. Possession of general knowledge of the criminal justice system and probation/parole processes and procedures, and experience working in a federal government or federal court environment. Experience with Windows, Microsoft Word, and WordPerfect.

PERSONAL CHARACTERISTICS AND SKILLS: Demonstrating sound ethics and judgment; maintaining a professional demeanor and presence; possessing effective verbal and written communication skills; having the ability to work with a wide variety of people with diverse backgrounds; having the ability to handle multiple demands in a fast paced work environment; having the ability to compile information within established time frames and follow detailed instructions accurately; and having the ability to adapt to change.

APPLICATION INSTRUCTIONS:

Employment is subject to background investigation and verification of information supplied. In one PDF document in the following order, applicants must digitally submit:

- A letter of interest with the Job Code listed;
- A resume;
- The Application for Judicial Branch Federal Employment (AO 78 [version 5/24]), including Question Numbers 19, 20, and 21 in the Optional Background Information Section of the Application on Page 5 of 5, which is available at: www.canp.uscourts.gov on the Career Opportunities page;
- Copies of their two most recent completed and signed performance evaluations;
- and electronic official college transcripts* (this can be emailed to the email address below separately).

* Official college transcripts are not required for internal candidates.

Application materials will not be considered complete until all the items listed above have been received by Human Resources. Illegible or incomplete or partially completed application materials will not be considered. Do not submit the same application materials more than once. It is required that you submit your application materials as a single PDF document via e-mail to: CANP_Resumes@canp.uscourts.gov. Official college transcripts can be emailed by the college to the email listed or emailed to CANP_Resumes@canp.uscourts.gov. All other application materials received by mail, fax, or any other means other than by e-mail to CANP_Resumes@canp.uscourts.gov will not be considered.

- Applicants must be a U.S. citizen or a lawful permanent resident of the United States currently seeking citizenship or intending to become a citizen immediately following meeting the eligibility requirements. Only the most qualified applicants will be interviewed and only those who are interviewed will receive a response regarding their application status.
- Judiciary employees serve under excepted appointments (not competitive civil service). Federal benefits include paid vacation and sick leave, health benefits and life insurance, disability insurance and long-term care, retirement benefits, and a tax-deferred savings plan.
- Participation in the interview process is at the applicant's own expense. Relocation expenses will not be provided.
- This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.
- The United States Probation Office for the Northern District of California reserves the right to modify the conditions of this vacancy announcement or withdraw the vacancy announcement, either of which may occur without prior written notice.
- This position is subject to a one-year probationary period, which may be extended at the discretion of the Chief U.S. Probation Officer. During the probationary period, the employee will not have recourse through the Probation Office's Adverse Action Policy or the Grievance Procedure Policy. However, the employee may have recourse under the Probation Office's Employment Dispute Resolution Policy.
- The U.S. Probation Office for the Northern District of California is an Equal Employment Opportunity Employer.