

UNITED STATES DISTRICT COURT

NORTHERN DISTRICT OF CALIFORNIA

PROBATION OFFICE

450 Golden Gate Avenue, Suite 17-6884

San Francisco, CA 94102-3434

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January 31, 2024

PROBATION SUPPORT TECHNICIAN VACANCY ANNOUNCEMENT JOB CODE: 24-9C0131PST

POSITION: Probation Support Technician (CL-23, CL-24, and CL-25)

STATUS: Full-Time Remote or Hybrid

SALARY RANGE: CL 23/01 – CL25/61*

CLOSING DATE: February 14, 2024

LOCATION: Remote or Hybrid (San Francisco, Oakland, or San Jose)

MISSION STATEMENT

- To assist the federal courts in the fair administration of justice.
- To protect the community.
- To bring about long-term positive change in individuals under supervision.



VISION

The U.S. Probation Office for the Northern District of California continuously achieves excellence in the fair administration of justice, public safety, and long-term positive change in individuals under supervision by investing in a holistic support system centered on the U.S. Probation Officer. Our supervision and investigation strategies are rooted in the use of evidence-based practices targeting risk factors. We are committed to a fully inclusive, diverse, and compassionate work environment that supports every employee to continually work toward positive outcomes in collaboration with our internal and community stakeholders and partners.



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www.canp.uscourts.gov

VALUES

ETHICS - We value impartiality, accountability, diversity, professionalism and a commitment to ethical standards

SERVICE - We continually work toward positive outcomes for our clients and community by collaborating with justice and community partners and providing comprehensive services

DIVERSITY - We value and celebrate each person's contributions to our social and cultural fabric

POTENTIAL - Safer communities and healthier families exist when all individuals have the resources and opportunities to live up to their fullest potential, obstacles to success are removed, and are encouraged to express their skills and talents

INNOVATION - We continually strive to identify and implement the approaches that increase public safety and address the needs of our clients and community with out of the box thinking

* Court Personnel System Pay Rates can be found at:

<https://www.uscourts.gov/careers/compensation/court-personnel-system-pay-rates-non-law-enforcement-officer>

The United States Probation Office for the Northern District of California 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 individuals under supervision. The Office is now seeking qualified applicants for the position of Probation Support Technician at classification levels (CL) 23, 24, and/or 25 based on qualifications and experience. The position is full-time (40 hours per week). More than one position may be filled.

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 diversity, equity, and inclusion (DEI) in the work setting. This is accomplished in the establishment of an internal DEI Committee which is responsible for district-wide initiatives, celebration of heritage months, and staff training.

REPRESENTATIVE DUTIES (Not all inclusive):

- Assist probation officers in performing investigations (which do not require field work) of all types, including compiling criminal histories/profiles from a variety of sources and reporting the information to probation officers, running record checks through local and national databases and files, conducting inquiries with collateral agencies and assisting with preparing reports for districts, collecting verifiable and supportable documentation, performing case management using the Probation Automated Case Tracking System (PACTS), and engaging in other similar activities.
- 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.

- Administer the district's administrative caseload. Activities can include, but are not limited to, preparing collateral law enforcement requests, conducting, and reviewing records checks, conducting and/or initiating investigations, and assisting with preparing collateral reports to the court.
- Prepare and update case files and reports for investigation and/or supervision at the direction of a probation officer or a supervisory probation officer and in accordance with established policies and practices. Make chronological entries in investigation and supervision case records.
- Open, close, and update case information related to computerized records, including PACTS. Research information from case records and perform system data entry as appropriate. Retrieve information from databases and generate reports. Scan, create PDF files, enter data, and upload documents into PACTS as required.
- 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.

QUALIFICATIONS:

Minimum: For CL-23 Probation Support Technician – High school graduation or equivalent and two years of general experience are required. General experience is 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 on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

For CL-24 and CL-25 Probation Support Technician – One year of specialized experience. Specialized experience is 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. Applicants must submit a current resume and letter of interest including an outline of their skills and experience. **Applicants must include the Job Code from the job posting in their letters of interest.** In addition, applicants must complete and submit the Federal Judicial Branch Application for Employment (AO 78 [version 4/22]), along with submitting their official college transcripts, if applicable. The AO 78 (4/22) Application is available at: www.canp.uscourts.gov on the Employment Page. In order to be able to save the completed AO 78 (4/22) Application, you must have either Adobe Acrobat Standard or Adobe Acrobat Professional because having only Adobe Acrobat Reader will not permit you to save it. As an alternative, you may scan the completed application or save it as .jpg (JPEG picture file) or .tif (TIFF picture file) for electronic transmission. Please complete and submit only the current version of the AO 78 (4/22). Previous versions and all other federal employment applications will not be accepted.

Application materials will not be considered complete until all of 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. **Completed application materials must be received on or before the closing date of February 12, 2024, by close of business (5:00 p.m. PST).** It is required that you submit your application materials as one PDF document via email to: CANP_Resumes@canp.uscourts.gov. The only exception is that official college transcripts can be mailed to the address listed below. All other application materials received by mail, fax, or any other means other than by email to CANP_Resumes@canp.uscourts.gov will not be considered.

**U.S. Probation Office
450 Golden Gate Avenue, Suite 17-6884
San Francisco, CA 94102
Attn. Human Resources**

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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.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER