



Position Announcement #19-05

April 17, 2019

**UNITED STATES DISTRICT COURT
Northern District of Illinois
U.S. PROBATION OFFICE**

**Internship OPPORTUNITY FOR
Information Technology Help Desk Intern**

Summer Internship June 10, 2019 – September 6, 2019

Not to Exceed 90 days. Internship may be extended based on budget and performance.

DUTY STATION: Chicago, Illinois

OPENING DATE: Wednesday, April 17, 2019

CLOSING DATE: Friday, May 17, 2019

JOB GRADE: CL 21 – Range \$11.50/hr - \$14.38/hr

POSITION DESCRIPTION:

We are now accepting applications for our 2019 Summer Internship Program. If you are looking to gain experience in the IT field, and work with a team on innovative projects, this program is for you! The individual who fills this position will provide support to all staff in relation to computer systems, phone and network issues.

The Probation Office for the Northern District of Illinois serves 35 U.S. District Judges and 14 Magistrate Judges and covers 18 counties in northern Illinois. Our office is comprised of 100+ employees. The Probation Office headquarters is located at 230 South Dearborn, Suite 3400, Chicago, Illinois 60604. There are two divisional offices (Eastern, located in Chicago, IL and Western, located in Rockford, IL) and one satellite office (located in Lisle, Illinois).

REPRESENTATIVE DUTIES:

- Respond to personal computer help desk calls and e-mails, log computer problems, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level. Provide assistance with web access, both Internet and Intranet. Provide information and assistance to users on software applications, such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Receive general incoming telephone calls to the Information Technology department and respond or forward calls to the appropriate individual.
- Assist in the installation of desktops, laptops, monitors, printers, and other IT related equipment.
- Custodial Officer responsibilities with IT Inventory.
- Uphold the confidentiality and security of all data.
- Perform related duties, as assigned.

Qualification Requirements:

High school graduation or equivalent. Candidate(s) must be working towards an undergraduate degree or certification in Information Technology or a related field.

Strong communication skills are essential as is the ability to provide resolutions in a user-friendly and professional manner.

Candidate(s) must have general knowledge of computers, hardware, software and network infrastructure, as well as knowledge of Microsoft Office365 suite (Outlook, Word, Excel, etc.), and knowledge of Windows 7/10 operating systems.

ALL candidates must be eligible to work in the United States for any employer; sponsorship and/or transfer of sponsorship NOT available; no third parties please.

Preferred Qualifications:

Possession of a bachelor's degree in a related field is preferred. Progressively responsible clerical or administrative experience that is in, or closely related to, the work of information technology, which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

Experience supporting desktops in a virtual environment. Ability to maintain, troubleshoot, and administer printing, scanning and other multi-function networked devices. Sufficient experience supporting mobile devices (smart phones, tablets, laptops). Basic understanding of TCP/IP, Active Directory (user creation/deletion, password resets), and anti-virus concepts.

A successful candidate(s) must be mature, responsible, poised, organized, and meticulous. Must also possess integrity, tact, good judgment, initiative, and the ability to work with a wide variety of people with diverse backgrounds.

How to Apply:

Applicants who meet the qualifications must submit a cover letter expressing their interest, along with an AO-78 Application for Judicial Employment, which can be found at www.ilnp.uscourts.gov.

Interested candidates should submit your application packet as **one PDF attachment** to **human_r_ilnp@ilnp.uscourts.gov**, please put **"Ann. #19-05"** in the title of your email.

Due to the expected high volume of applications for this position, the U.S. Probation Office will only make contact with those applicants who are invited to participate in an interview. Only those interviewed will be notified of the selection outcome. Questions may be emailed to the Human Resources email address given above. **No telephone calls please!**

The U. S. Probation Office is not authorized to reimburse candidates for interview or relocation expenses.

The U.S. Probation Office has the right to modify the conditions of this vacancy announcement or withdraw this announcement, either of which may occur without prior written or other notice.

THE UNITED STATES COURTS IS AN EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration for employment without regard to race/ethnicity, color, religion, nation origin, gender, sexual orientation, gender identity, age, protected veteran status, or disability status.