



Position Announcement #18-04
November 16, 2017

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

CAREER OPPORTUNITY FOR
TECHNICAL SUPPORT TECHNICIAN
Temporary Position, Not to Exceed One Year.
Position may become permanent based on budget.

DUTY STATION: Chicago, Illinois

OPENING DATE: Thursday, November 16, 2017

CLOSING DATE: Open until filled. Applications received by December 15, 2017 will receive priority consideration.

JOB GRADE: CPS Pay Table CHI

CL 23 - Range: \$35,872 - \$58,324

Starting salary depends upon qualifications*

*Promotion potential to the CL 24/CL 25 without further competition should the position extend beyond the one-year Not to Exceed date.

Position Description:

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).

We are now accepting applications from qualified applicants, who are interested in being considered for our Technical Support Technician position. This **temporary**, full time, entry level position, is within the Information Technology department. The individual who fills this position will be responsible for performing end user support activities for PC and Windows based systems. The incumbent will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs. The incumbent must be able to travel to other office locations.

Representative Duties:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Helps to set up, configure, install and document hardware and software.
- Provide support for mobile computing devices and remote access. Perform daily data backups and restores.
- General hardware maintenance upgrades and repairs.

Qualification Requirements:

Candidate(s) must possess high school diploma or equivalent, with two years of general experience.

Educational Substitutions

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.

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

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 the information technology and 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).

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. Ability to learn the basics of the PACTS Probation software system. Ability to follow detailed instructions and multitask.

How to Apply:

Applicants who meet the qualifications must submit a cover letter expressing their interest, addressed to Human Resources, 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 to:

ATTN: Human Resources
U.S. Probation Office
230 S. Dearborn, Suite 3400
Chicago, IL 60604

Or if you prefer to submit electronically, please send entire packet as **one PDF attachment** to **human_r_ilnp@ilnp.uscourts.gov**, please put **“Ann. #18-04”** in the title of your email.

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

DR/gmr