

# Career Opportunity

## INFORMATION TECHNOLOGY TECHNICIAN II



### U.S. District Court

District of South Dakota  
[www.sdd.uscourts.gov](http://www.sdd.uscourts.gov)

**Announcement #:** 08-21

**Number of Vacancies:** 1

**Location:** Pierre, South Dakota

**Salary:** CL 27-CL 28 (\$51,709 - \$100,739) commensurate with experience\*

\*A discretionary sign-on bonus, up to 25% of annual salary, may be available.

**Employment:** Regular, full-time

**Closing Date:** Open until filled

### The District of South Dakota

The U.S. District Court, District of South Dakota consists of three active district judges, three senior district judges, one active bankruptcy judge, and three full-time magistrate judges. There are 66 counties within the state with office headquarters located in Sioux Falls. In addition to several satellite offices within the district, divisional offices include Aberdeen, Pierre, and Rapid City.

### ABOUT THE POSITION

The United States District Court for the District of South Dakota is seeking qualified applicants for a full-time Information Technology Technician II in the Pierre, South Dakota office.

The IT Tech II is part of the IT automation team and provides shared technical support for District Court, Probation/Pretrial Services, and Bankruptcy Court in the Central Division. Duties include acting as the primary contact for all courtroom technology needs, providing first-level IT support for all employees within the Central Division, installing, configuring, and troubleshooting computer software and hardware issues, developing and documenting programs based upon the needs and priorities of the end users, assisting with the management of court-developed and existing local applications, and at times, serving as the main point of contact for IT support in other divisional offices within the District of South Dakota.

### BENEFITS

The U.S. District Court offers a competitive benefits package to include:

- Vacation time accrual up to 104 hours per year; increased accrual with tenure
- Sick time accrual up to 104 hours per year with no limit cap
- Eleven paid holidays per year
- Agency-subsidized federal employee health insurance plans
- Federal dental and vision insurance plans
- Group life insurance plans
- Flexible spending account options
- Federal Employee Retirement System (FERS) participation
- Optional Thrift Savings Plan (TSP) participation with agency match

## OVERVIEW OF DUTIES

- Provide technical support for courtrooms, including wired and wireless microphones, video distribution systems, electronic evidence presentation equipment, and video conferencing equipment.
- Coordinate video and teleconference calls for the court; schedule, set-up, test, and initiate calls as necessary.
- Provide first-tier IT support for audio/visual, cellular, mobile computing devices, tablets, remote access, and land-line communications and equipment.
- Escalate complex IT issues to the appropriate subject-matter experts.
- Configure, deliver, and install desktop and laptop computers, monitors, printers, mobile devices, and other related hardware and accessories, both locally and at remote satellite offices.
- Install and configure new software applications.
- Troubleshoot and resolve routine PC equipment and software problems.
- Write and maintain documentation for automation solutions, IT processes, and locally developed software.
- Evaluate established court processes and provide recommendations for improvement.
- Assist in the development and implementation of short-term and long-term automation improvement plans.
- Diagnose common system issues; provide input and recommendations regarding appropriate course of action to address issues and implement said actions as approved.
- Communicate clearly and effectively with other members of the IT department regarding updates to group projects and tasks.
- Serve as technical trainer for all employees and train on new or changed features, applications, and/or processes.
- Occasional travel to other divisional and satellite offices within the district may be required, at times with little to no advance notice.
- Other duties as assigned.

## ADDITIONAL INFORMATION

- Qualified candidates must be U.S. citizens or eligible to work in the United States.
- United States District Court employees must adhere to the *Code of Conduct for Judicial Employees* at all times.
- Positions in the United States District Court are hired under excepted appointments, are not covered under the Civil Service Retirement System, and are considered "at will" employees.
- The candidate hired for this position will be subject to a full background record check.
- This position is subject to mandatory electronic funds transfer participation for payment of net pay (direct deposit).
- The U.S. District Court, District of South Dakota reserves the right to amend or withdraw any vacancy announcement with or without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable amount of time after the original announcement has closed, the Court Unit Executive has the right to select a candidate from the original applicant pool.

## **JOB REQUIREMENTS & QUALIFICATIONS**

- Advanced knowledge of data center hardware (i.e. UPS, cabling, switches, etc.);
- Advanced knowledge and experience with Microsoft Office, Office 365 products, and Microsoft Teams;
- Experience supporting end users with audio/visual technology;
- Ability to multi-task and maintain ownership of assigned tasks to ensure successful and timely completion;
- Ability to interact and communicate effectively and appropriately with all levels of judiciary staff from judges, executives, co-workers, and front-line end users.
- Ability to provide a high-level of customer service while resolving IT issues in a manner that complies with local and national regulations;
- Ability to maintain confidentiality, handle sensitive information, and exercise discretion at all times.

Proof of experience must be clearly documented on form AO 78, Judicial Branch Federal Employment application.

## **PREFERRED SKILLS & EXPERIENCE**

- Bachelor's degree in Computer Science, MIS, or other relevant field of study;
- Knowledge of audio and video distribution systems;
- An understanding of and experience with Microsoft SharePoint libraries, lists, and workflows;
- Familiarity with virtual desktops and thin client environments as they relate to the end user;
- Experience with OneDrive, Adobe Acrobat, Power BI, Power Apps, SQL, and other Microsoft Online products;
- Experience supporting Apple Mobile iOS and other mobile devices;
- Experience with data and systems security;
- Experience supporting large, complex, or enterprise-wide solutions.

## **APPLICATION INSTRUCTIONS**

To receive consideration, applicants must submit the following:

- 1) A cover letter explaining how you obtained and meet the experience requirements detailed under *Job Requirements & Qualifications*;
- 2) A current resume to include at least three (3) professional references;
- 3) A completed Judicial Branch Federal Employment application (AO 78), found on <http://www.uscourts.gov> under *Court Forms*.

Application packages should be emailed in PDF format with "Vacancy 08-21" in the subject line to Brooke Richards at: [brooke\\_richards@sdd.uscourts.gov](mailto:brooke_richards@sdd.uscourts.gov).

**Incomplete application packages will not be considered.**

## **THE DISTRICT OF SOUTH DAKOTA IS AN EQUAL OPPORTUNITY EMPLOYER**

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