



**United States District Court
District of Rhode Island
One Exchange Terrace
Providence, RI 02903**

IT Support Specialist

Announcement #	21-05
Date Opened	November 29, 2021
Closing Date	December 17, 2021, or until filled
Location	US District Court, One Exchange Terrace, Providence, RI
Salary Range	CL 25-26 (\$47,599 to \$65,521) *Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience. If hired at a CL 25, promotion to a CL 26, budget allowing and when determined qualified, would be available without further competition.
Position Summary	<p>Be part of the federal judiciary where high-level, cutting-edge technology serves the administration of justice! The Information Technology Department of the U.S. District Court and U.S. Probation Office for the District of Rhode Island in Providence is seeking qualified applications for the position of IT Support Specialist. The District of Rhode Island has two buildings that house the Court and the Probation Office in Providence, providing services to almost 90 employees. The office is headquartered in the District Clerk's Office in Providence. The IT Department is an exciting, innovative, and fast-paced environment designing IT solutions and aiding judges and court personnel in the administration of justice. This position will join a staff of five technology professionals and will report to the IT Director.</p> <p>The incumbent will be joining a small, highly motivated team in a dynamic environment to help support an increasingly virtualized and mobile business workflow. The position provides technological support to the two units and works to create business workflow solutions on both a local level and on national judiciary systems.</p>
Summary of Representative Duties and Responsibilities	<p>The incumbent is responsible for secure client configurations of various desktop and mobile devices and provides first level of customer service help desk response, which include the following: installing and maintaining PCs, laptops, printers, monitors, iPhones, iPads and related equipment depending on the needs of the office; troubleshooting OS issues, software and hardware associated problems; and tracking help desk calls and documenting technical resolutions for the team's knowledgebase. Provides resolution for integrated courtroom and videoconferencing systems. Monitors daily operations and maintenance of equipment and systems to ensure efficient and secure operation.</p>
Minimum Qualifications	<p>The successful candidate must possess good judgment, maturity, and tact; be dependable, responsible and maintain confidentiality; be a proactive self-starter and demonstrate initiative in problem solving; be able to work quickly and harmoniously with others in a team-based environment; and present a poised, professional appearance and demeanor at all times. The successful candidate must also possess the ability to recognize the value of new computer features and their potential value to the work at hand; and ability to perform routine maintenance of various computer, video and audio systems.</p>
General and Specialized Experience	<p>The candidate must be a high school graduate or equivalent and possess two years of general experience. General experience is progressively responsible experience that provides evidence the applicant has a good understanding to the methods and administrative theory for accomplishing the work of an organization; the ability to analyze problems and assess the practical implications of alternate solutions; the ability to communicate effectively with others, orally and in writing; and the capacity to employ the knowledge, skills, and abilities in the resolution of problems.</p>

Specialized Experience: This position requires one year of specialized experience demonstrating a thorough knowledge of theories, principles, practices, and techniques for supporting personal computing devices, associated hardware and software, and audio/visual systems. Applicant must also possess the ability to develop effective work relationships with a range of users and skill in training non-technical personnel in computer-based techniques.

Court Preferred Skills

- Bachelor of Science or Bachelor of Arts Degree in Computer Science, Information Systems or related discipline preferred.
- Two or more years of customer service/help desk experience with demonstrated ability to implement, operate, and document data system(s) with consideration of hardware and software. Further, this experience should include, but not be limited to remote support and training of end user.
- Three years general experience within the information technology environment supporting team members collaboratively, remote workers, various internet service providers, creating office environment solutions and at least two years specialized experience designing, implementing, or maintaining computer systems that included the completion of computer project assignments involving systems analysis, computer programming, systems integrations, and information technology project management.
- Experience/training in IT security practices a must.
- Firm understanding of and ability to support Office365 Microsoft Suite products (Word, Excel, Teams, SharePoint, OneNote, OneDrive, PowerPoint, etc.).
- Deep knowledge of Adobe Acrobat software and ability to adapt features to improve Court and Probation operational workflow.
- Demonstrated skill in creative paperless workplace solutions.
- Proficient in Microsoft Windows 10 workstation installation and configuration; physical and virtual machine support experience; familiar with computer imaging.
- Proficient in video applications, such as MS-Teams and Zoom.
- Secure configuration experience for printers, copiers, desk phones, voicemail.
- Apple iPhone, iPad and iTunes experience.
- Experience with helpdesk ticketing software and reporting helpful.
- Familiarity or previous experience with IT support responsibilities.
- Familiarity or previous experience with court or legal environment helpful.

Application Procedure

Applicants must submit a cover letter and resume.

Note: Incomplete application packets may not be considered.

Email your application materials to: HR@rid.uscourts.gov

Please include 21-05 in the subject line of your email. All documents should be in Adobe PDF format.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, any of which actions may occur without prior written notice or other notice.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER