

**UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF OKLAHOMA**  
**VACANCY ANNOUNCEMENT – INFORMATION TECHNOLOGY TECHNICIAN # FY 23-09**

**BASIC INFORMATION**

<b>Position Title:</b>	Information Technology Technician
<b>Employment Type:</b>	Full-time, Permanent
<b>Location:</b>	Tulsa, OK
<b>Position Grade:</b>	CL-24/1 to CL-25/25
<b>Beginning Salary Range:</b>	\$41,368-\$57,118, based upon qualifications and experience
<b>Opening Date:</b>	May 12, 2023
<b>Closing Date:</b>	Open Until Filled. Preference will be given to applications received by June 2, 2023
<b>Starting Date:</b>	To Be Determined

**POSITION OVERVIEW**

The U.S. District Court for the Northern District of Oklahoma is seeking an Information Technology Technician to join the IT department. The incumbent provides tier one technical support, assistance, and training which may include physical hardware/software setup, and configuration and troubleshooting in a Microsoft Windows environment. The incumbent answers the IT Help Desk phone and manages the IT ticketing system. The position reports to the IT Manager.

**REPRESENTATIVE DUTIES**

- Providing first level support on all IT systems responding to help desk calls, emails, and logging computer problems.
- Diagnose, research, and document solutions to these requests and escalate complex IT issues to the subject-matter experts.
- Configure and install desktop and laptop computers, monitors, printers, and other related hardware and accessories.
- Install and configure new software applications.
- Write and/or maintain documentation for automation solutions and processes.
- Troubleshoot and assist with courtroom audio and video presentation systems.
- 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.
- Maintain and track IT equipment inventory.
- Perform all other related duties as assigned.

## QUALIFICATIONS

### Required Qualifications

- High school diploma or equivalent.
- Must have one year of specialized experience, Specialized experience is defined as progressively responsible computer-related work requiring regular and recurring application of troubleshooting procedures, demonstrated superior organization skills, and demonstrated superior attentiveness to details.
- Strong customer service skills.
- Excellent written and verbal communication skills.
- Ability to function as a team player in a fast-paced, team-oriented office environment.
- Possess a demeanor and appearance appropriate for a professional office environment.
- Proficiency with Windows desktops in a networked environment.
- Proficiency with Microsoft 365 applications.
- Ability to install, configure, update, and troubleshoot computer hardware and peripherals, including cell phones and tablets; and
- Knowledge of IT security best practices and the ability to understand and follow IT security policies and procedures.

### Preferred Qualifications

- Familiarity with Microsoft Active Directory.
- Familiarity with installing and using Linux distributions.
- Experience installing and configuring A/V systems, including troubleshooting.
- Experience using Microsoft SharePoint.
- Familiarity with VOIP phone systems.
- Familiarity with various videoconferencing solutions.
- Experience with configuring devices for remote access over a VPN.
- Experience with configuring and managing the differences among multiple web browsers, i.e., Microsoft Edge, Chrome, and Firefox.
- Networking, including knowledge of Cisco switches and routers, VLANs, and experience installing and maintaining network hardware; and
- Experience using servers and desktops in a virtualized environment.

## CONDITIONS OF EMPLOYMENT

Applicants must be U.S. citizens. An FBI fingerprint check/background investigation will be conducted. The applicant selected will be hired provisionally pending successful completion of the investigation. The position is subject to mandatory electronic fund transfer (direct deposit) for salary payment (bi-weekly). Judiciary employees serve under excepted appointments and are considered “at will”. Employees are required to adhere to the Code of Conduct for Judicial Employees which can be found at [www.uscourts.gov](http://www.uscourts.gov). If hired at one of the lower levels, there is promotion potential to the next higher level without further competition.

## **BENEFITS**

A generous benefits package is available which includes a minimum of 11 paid holidays; health, life, and long-term care insurance benefits; flexible benefits, a retirement plan, and a Thrift Savings Plan. Information about judiciary benefits can be found at [www.uscourts.gov](http://www.uscourts.gov).

## **APPLICATION INFORMATION**

To apply for this position, qualified applicants should submit:

- 1) A cover letter which addresses qualifications, skills, and experience necessary to perform the job duties; and
- 2) A chronological resume including education, employment, and salary history

The documents can be emailed to [okndhr@oknd.uscourts.gov](mailto:okndhr@oknd.uscourts.gov) Only electronic applications will be accepted. Due to the volume of applications received, only applicants selected for an interview will be contacted. Questions can be directed to 918-699-4841.

**The United States District Court is an Equal Opportunity Employer**