

NOTICE OF CAREER OPPORTUNITY

United States District Court Eastern District of Missouri



Posting Date: 03/18/2024
Vacancy Number: CSA-0324
Position Title: Court Services Assistant/IT Technician (part-time; 24 hours per week, 48 hours per pay period) Temporary one year and a day appointment with possibility of extension
Position Location: Cape Girardeau, MO
Starting Salary: CL 22/1 \$31,642- CL22/61: \$51,478
CL23 \$39,212- CL23/61: \$63,744
CL 24 \$43,414- CL24/61: \$70,610 (All salaries listed are at full-time rate; this position's pay will be prorated to the part-time rate)
Classification dependent on experience.
Closing Date: Open until filled – *Applications will be considered as they are received.*

Position Summary

The Eastern District of Missouri is looking for motivated professional(s) interested in an entry level part-time career opportunity with the United States District Court. This court support role is located in the Clerk's office providing clerical and technical support assistance to the Judges and staff of the District Court, Probation, and Pretrial Services offices for all divisional offices. This position will also provide some aspects of judicial support, office support and customer service for the Clerk's Office. This position performs routine installation and troubleshooting for hardware and software systems as well as system work related to the set up, and maintenance of the courtroom technology, video conferencing and all other sound system equipment. This position reports to the Deputy in Charge in Cape Girardeau, MO and to the IT Supervisor located in St. Louis, MO.

Position Duties and Responsibilities

- Respond to help desk calls and e-mails, log computer problems and assist with routine problems.
- Troubleshoot hardware and software problems.
- Configure, install, and document hardware and software.
- Perform inventory control duties.
- Coordinates electronic courtroom resources, including installation, support and troubleshooting evidence presentation technology including sound system equipment.
- Participates in projects with courtroom technology upgrades, implementation, and maintenance for multiple courtrooms and chambers.
- Perform system troubleshooting and triage during service failure and participate in detailed investigation to determine root cause and corrective actions. Provide training and support to the court chambers, case management along with attorneys on the audio and video systems.

- Processing mail, scanning court documents, data entry.
- General office coverage, customer service tasks to assist with members of the public and litigants.
- Provide related duties, as assigned.

Job Requirements and Qualifications

The successful candidate must have a high school degree or equivalent. An associate degree in business administration, paralegal or IT related field is preferred.

Desired Skills:

- Ability to work as part of a team.
- Good technical, troubleshooting, and communication skills.
- Ability to work in a changing work environment with frequent interruptions.
- Ability to learn the theories, principles, practices, deployment, and troubleshooting techniques of information technology systems hardware and software.
- Ability to learn electronic technology, hardware, and software programs.
- Ability to learn VOIP (telephone) and wireless systems.
- Ability to learn custom off-the-shelf computer hardware and software programs.
- Ability to learn computer processes and capabilities, including a general understanding of records management systems.
- Ability to learn to communicate technical information effectively (orally and in writing) to end users in a manner they can understand.
- Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures.
- Detail oriented and the ability to effectively follow inventory control policies and procedures.
- Ability to learn capabilities, limitations, and functional applications of the courtroom technology.
- Ability to learn court policies, procedures, and guidelines.
- Ability to learn and work in compliance with The Code of Conduct for Judicial Employees and court confidentiality requirements.
- Ability to consistently demonstrate sound ethics and judgement.

Compensation

Compensation and classification level will be set based on the work experience, qualifications, and salary history of the successful candidate. Any step over the step 25 is subject to approval but the Administrative Office. Court Personnel Classification level requirements:

- CL 22 High school graduate or equivalent.
- CL 23 High school graduate or equivalent and two years general experience.
- CL 24 One year of specialized experience equivalent to work at the CL 23 level.

Specialized experience is defined as progressively responsible clerical or administrative or IT technical experience that is in, or closely related to, the work of the position and which has demonstrated the knowledge, skills, and abilities to successfully perform the duties of the position.

Benefits

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause. All benefits are subjected to part -time employment terms.

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| 11 Paid holidays | Health Insurance Benefits (variety of plans) |
| 13 Sick days per year accrued | Life Insurance |
| 13 Paid Vacation days for less than 3 years of service | Long Term Care Insurance |
| 20 Paid Vacation days for 3 to 15 years of service | Flexible Benefits |
| 26 paid Vacation days 15 or more years of service | Federal Employee Retirement Plan |
| Family Medical Leave Act Provisions | Thrift Savings Plan with Investment Options |

Position is subject to mandatory Electronic Funds Transfer participation for net pay.

Background Investigation Requirements

The selectee considered for this position is required to undergo an FBI Background Check and/or Investigation and social media inquiry as a condition of employment. The selectee may be appointed provisionally, and retention will depend upon favorable suitability determination of the background investigation.

Application Procedure and Information

Applicants must be United States citizens or eligible to work in the United States. Appointment is contingent upon providing proof of United States citizenship or proof of authorization to work in the United States as required by the Immigration Reform and Control Act of 1986. Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed. Applicants may be asked to participate in proficiency tests. Candidates may be required to participate in job shadowing that may include a competency assessment as part of the interview process.

Qualified persons are invited to submit:

- letter of application,
- current résumé,
- completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/forms/AO078.pdf>)
- contact information for three professional references

Application materials may be submitted via mail or e-mail to the following address:

U.S. District Court
Eastern District of Missouri
Attn: HR(CSA-0324) Room 3.300
111 South 10th Street
St. Louis, MO 63102
MOED_Employment@moed.uscourts.gov

Incomplete application materials may not be considered. Only candidates selected for an interview will be contacted. The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position. Employees are required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

Equal Opportunity Employer