



**United States District Court  
Eastern District of New York  
Office of the Clerk**  
[www.nved.uscourts.gov](http://www.nved.uscourts.gov)

**October 10, 2014  
Vacancy Announcement – #14-20/AUTOSUPP**

**Automation Support Technician  
Central Islip Courthouse – 100 Federal Plaza**

**Salary range: CL23/1 – CL25/1 (\$35,340-\$43,223), commensurate with education and experience.  
Closing date for receipt of resumes: Friday, October 31, 2014**

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**Position Overview:**

The incumbent is responsible to perform various end user support activities which include providing day-to-day support and training for end users, installing and configuring computer hardware and software programs, and performing routine troubleshooting.

**Representative Duties:**

Provides technical support and assists in the maintenance of computer systems, mobile devices, courtroom technology, and audio/visual systems, including software and hardware additions, moves, and changes.

Provides support for anything related to computer hardware and software, such as but not limited to: network logins, printers, equipment failures, missing files, and software operation and customization.

Provides information and assistance to court staff via the IT helpdesk.

Troubleshoots and provides guidance on technical program problems while logging assistance requests and prioritizing the users need for immediate or subsequent assistance.

Develops and installs software and advises the staff on the use of the software.

Recommends, receives, inventories, and configures hardware, and provides on-going help desk support for all automation related equipment.

Maintains contact with other automation court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs.

**Required Qualifications:**

To qualify for this position the candidate must be a high school graduate and have a minimum of two (2) years of general experience to qualify for grade CL 23; one (1) year of specialized experience for CL-24 and two years specialized experience for CL-25 in addition to the general experience requirement. Specialized Experience is progressively responsible technical experience or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. The ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team. Must have a valid U.S. driver license.

**Preferred Qualifications:**

Bachelor's degree in computer sciences or related field from an accredited college or university. Knowledge of Linux, Microsoft Windows OS, Microsoft Office, Microsoft Active Directory, Mozilla Firefox, Lotus Notes, WordPerfect,

Microsoft Windows Server, and Apple mobile devices is highly preferable. Basic knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards.

**Benefits:** The Federal Judiciary offers a very competitive benefits package, which can be seen on the Federal Judiciary's Career page: <http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

**Applicant Information:**

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. Incomplete applications will not be considered.

Applicants must be U.S. citizens or eligible to work in the United States. Employees must adhere to the Code of Conduct for Judicial Employees. The successful candidate is hired provisionally, pending the results of an FBI criminal background check. In addition, the successful applicant must satisfactorily serve a one (1) year probationary period.

To receive consideration, qualified applicants should submit an application package which includes their resume with a cover letter noting their qualifications, along with the [Application for Federal Judicial Employment](#) by **October 31, 2014** via email to: [nyed-applications@nyed.uscourts.gov](mailto:nyed-applications@nyed.uscourts.gov). Application packages can also be mailed to:

**U.S. District Court, E.D.N.Y.,  
225 Cadman Plaza East,  
Brooklyn New York 11201  
Attention: Jeffery Howell, Human Resources Manager**

**Please note Vacancy Announcement #14-20/APPTECH on your correspondence. Only complete application packages will be considered.** Due to the volume of applications received, the Court will communicate only with those individuals who are invited for a personal interview. The court reserves the right to conduct interviews prior to the closing date for receipt of applications.

**The U.S. District Court is an Equal Opportunity Employer.**