



U.S. Bankruptcy Court, EDNY
 Conrad B. Duberstein U.S. Courthouse
 271-C Cadman Plaza East
 Brooklyn, NY 11201-1800

U.S. Bankruptcy Court Eastern District of New York Office of the Clerk

<https://www.nyeb.uscourts.gov>



U.S. Bankruptcy Court, EDNY
 Alfonse M. D'Amato U.S. Courthouse
 290 Federal Plaza
 Central Islip, NY 11722

CAREER OPPORTUNITY # FY26/03

POSITION TITLE: Information Technology Technician
POSITION TYPE: Full-time
DUTY STATION: Central Islip, NY
SALARY RANGE: CL 24/01 - CL 25/25 (\$52,678 - \$72,737)

Starting salary and grade will be determined based on experience and qualifications. The individual chosen for this position may be eligible for future promotion without competition.

OPENING DATE: March 24, 2026
CLOSING DATE: Open until filled.

Job Summary:

The United States Bankruptcy Court for the Eastern District of New York is accepting applications for the position of Information Technology Technician. The incumbent will provide help desk support for end users and provide technical support in installing, configuring, and troubleshooting computer hardware and software programs. The incumbent will be a key member of a technical team responsible for day-to-day IT operations, as well as new technology initiatives of the United States Bankruptcy Court.

Representative Duties:

- Responds to help desk telephone and responds to calls/emails for service from internal and external users.
- Performs troubleshooting to correct user problem and follows through with user until issue is resolved.
- Assists with performing testing of courtroom audio-visual equipment. Responds to courtroom technology problems and conducts troubleshooting to correct problems.
- Provides information and assistance to users on applications such as email, office productivity suite, courtroom recording software, remote access and custom applications.
- Monitors the day-to-day operation of equipment and systems. Recommends or performs actions to correct software, hardware, equipment or, system problems on desktops, thin clients, laptops, tablets, smart phones, local and networked peripherals, and audio-visual systems. Conducts routine maintenance to keep equipment and systems up to date.
- Assists with pretests and establishes VTC connections for business meetings and court proceedings. Participates in connections and monitors remote court proceedings.
- Provides cabling support, relocation of computer equipment, and large-scale shutdown and equipment restores, as needed.
- Assists with performing inventory control duties. Monitors and ensures adequate IT consumables are always available.

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- Tests and installs hardware components such as monitors, printers and scanners, as well as, mobile devices, such as tablets and smartphones. Installs off-the-shelf software packages such as operating systems and office productivity suites. Determines needs systems configuration, prepares technical and user documentation, and implements software into live environment.
- Participates in various roles as part of project teams initiated to implement upgrades or new technologies.
- Performs other duties as assigned.

Qualifications:

To qualify for the position of Information Technology Technician, the applicant must have at a minimum, a high school diploma or the equivalent; however, a bachelor's degree from an accredited college, university, or technical school with a concentration in Computer Science, Information Systems, or a field closely related to the subject matter is highly desirable. The applicant must have a minimum of two years of general experience and one-year experience with progressive technical responsibilities related to the primary subject matter.

Generalized experience is defined as progressively responsible clerical, office, or other work that demonstrates the possession of or the ability to acquire, the knowledge and skills needed to perform the duties of the position. This includes but is not limited to knowledge of professional office procedures, excellent customer service initiatives and excellent organizational, analytical, communication and interpersonal skills.

Specialized experience includes progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, and laws that involve the routine use of specialized terminology and automated software and equipment for word processing, data entry and report generation.

Court Preferred:

- Knowledge of current technology, routine hardware maintenance and troubleshooting procedures, and commonly used software applications.
- Prior experience providing phone, remote, and in-person help/service desk support. Experience with virtualized desktops and cloud-based resources.
- Knowledge of theories, principles, and practices for testing, installing, deploying, maintaining, and diagnosing problems with computer hardware and software.
- Hands-on experience with installing and troubleshooting hardware such as printers, desktops, monitors, laptops, tablets, and peripherals.
- Strong organizational and interpersonal skills, as well as a professional appearance and demeanor, are essential.
- Ability to engage effectively with all levels of court personnel. Proficient in communicating clearly and respectfully, both verbally and in writing.
- Skilled in organizing tasks and managing multiple responsibilities at once.

Excepted Appointment:

The United States Bankruptcy Court is part of the Judicial Branch of the U.S. Government.

- Applicants must be U.S. citizens or eligible to work for the federal government. Refer to <https://www.uscourts.gov/careers/employment-eligibility>.
- The Federal Financial Management Reform Act requires direct deposit of federal wages.
- Judiciary employees serve under “Excepted Appointments” and are considered “at will.”
- All Court employees are required to adhere to <https://www.uscourts.gov/administration-policies/judiciary-policies/ethics-policies/code-conduct-judicial-employees>.

Conditions of Employment:

As a condition of employment, the selected candidate must successfully complete an Office of Personnel Management background investigation including an FBI National Criminal History Fingerprint check. Employment will be considered provisional, pending a favorable suitability determination based on the results of the background investigation. Employment references may be checked prior to a job offer.

Benefits:

The United States Bankruptcy Court offers an excellent working environment. Court employees are covered by the Court Personnel System and are entitled to benefits listed on the United States Courts website at <https://www.uscourts.gov/careers/benefits>:

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| 11 Paid Federal Holidays | Thrift Savings Plan |
| 13 Annual Leave Days (per year for the first three years) | Federal Employees Group Life Insurance |
| 20 Annual Leave Days (after three years) | Long-Term Care Insurance |
| 26 Annual Leave Days (after fifteen years) | Federal Employees Dental/Vision Plans |
| 13 Sick Leave Days | Federal Employees Retirement System |
| Federal Employees Health Benefit Plan | Fitness Center Membership (fee required) |
- Flexible Spending Accounts:
- HealthCare Reimbursement Account
 - Dependent Care Reimbursement Account

Current Judiciary employees transferring without a break in service will maintain their current benefits.

Application Process:

All documents should be emailed as one PDF to NYEB_HR@nyeb.uscourts.gov that include the following:

- 1) cover letter referencing Career Opportunity FY26/03 and specifying qualifications in relation to the position, list of professional references (at least three);
- 2) a detailed résumé; and ,
- 3) an Application for Judicial Branch Federal Employment (AO-78), which can be found at <https://www.uscourts.gov/forms-rules/forms/application-judicial-branch-federal-employment>.

Incomplete applications will not be considered. Only applicants selected for an interview will be contacted. Phone calls will not be accepted. Applicants selected for interviews must travel at their own expense.

The Court reserves the right to modify, withdraw, or fill the Career Opportunity at any time, any of which may occur without prior written or other notice.

The U.S. Bankruptcy Court is an Equal Opportunity Employer.