



**UNITED STATES PROBATION OFFICE
SOUTHERN DISTRICT OF MISSISSIPPI
Vacancy Announcement 24-2 (Jackson, Mississippi)**

Position:	Information Technology Support Specialist
Location:	Jackson, Mississippi
Closing Date:	Open Until Filled - applications received by 05/13/2024, will receive priority consideration. Multiple positions may be filled from this vacancy announcement.
Salary:	Starting: CPS CL 25 Step 1 - \$47,966 with eventual promotion potential to CL 26 - \$52,831 - \$85,844 without further competition. Salary is based on experience and qualifications in accordance with the Court Personnel System.
Type of Appointment:	Full-Time/Provisional to Permanent, pending a favorable background investigation determination by the court.
Application Procedure:	Applicants must submit a Federal Judicial Branch Application for Employment Form AO 78 in its entirety (including "Optional Background Information") which can be found at https://www.mssp.uscourts.gov/employment-opportunities , a cover letter which addresses qualifications, skills, and experience necessary to perform the duties, and resume via email (PDF format) to: mssp_jobs@mssp.uscourts.gov listing Vacancy Announcement 24-2 Information Technology Support Specialist in the subject line.

Job Summary: The Information Technology Support Specialist will work as an integral member of the IT Department team and will report to the Director of Information Technology. The incumbent will provide technical support to Probation Officers and support staff, as directed. The Information Technology Support Specialist will respond to help desk calls and emails from probation staff concerning computer applications, mobile devices, computer desktop equipment and other electronic office equipment that support the Court's operation. Travel to other district locations will be required as needed.

Representative Duties: The following are intended to provide generalized examples of major duties and responsibilities of this position.

- Provide first level technical support to end users.
- Assist users with regard to software applications and hardware. The incumbent may also provide end-user training as required.

- Respond to personal computer help desk calls and e-mails and assist with routine problems.
- Configuration, installation, and support of PC-based hardware and software, particularly the suite of software contained with Microsoft Office 365; installation and support of computer peripherals such as monitors, printers, scanners, and multi-function devices.
- Provide support for Court-issued mobile computing devices including Apple iPads, iPhones, Microsoft Surface Pro devices and laptops.
- Escalate problems that are not quickly resolved via the telephone or email to the next level.
- Provide assistance to users for web access to various Internet and Intranet websites.
- Receive general incoming telephone calls and emails to the Information Technology department and respond or forward calls to the appropriate individual.
- Remain aware of team schedules, organize staff calendars. Prepare routine reports, form letters, notices, and other correspondence using templates and forms.
- Active Directory (AD) - Support for moves/adds/changes of domain user accounts.
- File Restorations - Responsible for restoring requested user files to the network.
- Client/Device – Responsible for testing and verifying of both Windows security updates and software application updates on client devices.
- Servers – Provide assistance to the IT Director as needed with server administration, hardware, software support for Windows operating system environments.
- Inventory Assistance – Provide assistance as needed with helping account for Court IT inventory.
- Applications – May be called upon to configure, maintain, and update court related applications or software packages as required. Will work closely with the IT Director to test and implement application changes.
- Perform related duties, as assigned.

Required Education/Experience: High School diploma required; a bachelor's degree or higher from an accredited institution in an IT or IT- related major preferred.

Additionally, applicants must possess good judgment, be dependable, be a proactive self-starter, and demonstrate initiative. The position requires ability to effectively communicate and relate to coworkers and staff with professionalism and integrity.

Candidates must also possess high ethical standards, a positive work attitude, and the ability to work harmoniously with others in a team-oriented environment. Prospective candidates must be available for overnight travel and the ability to work nights and weekends only as needed. Lifting of equipment for placement is sometimes required.

Specialized experience in in the following skills will be viewed favorability:

- Skill and proficiency in installing, troubleshooting, and training users with using Microsoft Outlook, Word, Excel and various other programs contained in Microsoft Office 365 on Microsoft Surface devices and laptop computers.
- Skill in performing routine hardware maintenance and troubleshooting on computers, monitors, printers, scanners, etc., basic knowledge of hardware components and how they are relevant to Local Area Networks (LANs).
- Skill and proficiency in working with a number of internet browsers and other commercial off-the-shelf software applications such as Microsoft Edge, Mozilla Firefox, Google Chrome, Adobe Acrobat and Trend Micro Apex One. Applicants must also have the ability to learn other court approved software applications as needed.

Conditions of Employment: Applicants must be citizens of the United States of America or be eligible to work in the United States. A background investigation with law enforcement agencies, including fingerprint and criminal records checks will be conducted. In addition, as conditions of employment, incumbent will be subject to updated background investigations every five years or as deemed necessary. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. This position is subject to mandatory Electronic Funds Transfer (EFT) for payment of net pay.

Benefits: The U. S. Probation Office falls within the Judicial Branch of the U. S. Government. Judiciary employees serve under “Excepted Appointment” and are considered “At-Will” employees. Benefits include participation in the Federal Employees’ Retirement System which contributes to the Social Security Retirement Program, Federal Employees’ Health Benefits, Federal Employees’ Group Life Insurance, Thrift Savings Plan (similar to a 401 K plan with employer matching contributions), paid holidays, and annual and sick leave accrual.

Application Information: Applicants must submit (1) A Federal Judicial Branch Application for Employment Form AO 78 in its entirety (including “Optional Background Information), which can be found at <https://www.mssp.uscourts.gov/employment-opportunities>, (2) a resume and (3) a cover letter which addresses qualifications, skills, and experience necessary to perform the duties. The documents may be sent via e-mail to mssp_jobs@mssp.uscourts.gov with **Announcement 24-2 Information Technology Support Specialist** in subject line. E-mailed documents must be in PDF format. The position is open until filled, applications received by 05/13/2024, will receive priority consideration.

Only the most qualified candidates will be invited for interviews and only those interviewed will receive a response. Applicants must travel at their own expense. Relocation expenses are not reimbursable.

Disclosures:

The United States Probation Office reserves the right to modify the conditions of this vacancy announcement, or fill multiple positions from this vacancy announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior written notice. The United States Probation Office requires employees to adhere to a [Code of Conduct for Judicial Employees](#). The Court will not reimburse candidates for travel in connection with interviews or pay for any relocation expenses. We appreciate your interest in employment with our district.

~THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER~