



Position Announcement

Position: IT/AV Technician

Location: Burlington, Vermont

Announcement Number: 2022-04

Position Status: Full-Time Permanent

Opening Date: June 1, 2022

Closing Date: Open until filled

Salary Range: CPS CL 25 \$44,302 - \$72,036

Developmental Ceiling: \$54,933

Salary determined by qualifications and experience

The Clerk's office for the United States District Court for the District of Vermont provides administrative, operational, and technical support to the federal court at two staffed locations: Burlington and Rutland. The duty station is the Burlington headquarters with occasional travel required to the Rutland divisional office and to attend seminars, conferences, and training.

POSITION OVERVIEW

The Information Technology (IT) / Audio Visual (AV) Technician is a member of the consolidated IT department. IT/AV Tech will provide IT support for end users along with technical support in installing and configuring hardware and software programs. Additionally, they will provide first level support with courtroom technology systems and assist with other audio-visual needs.

DUTIES AND RESPONSIBILITIES

- Serve as first level technical support for IT related issues.
- Analyze, log, track, and resolve software and hardware issues pertaining to network connectivity, printer, IP telephones, servers, and applications to meet district needs.
- Respond to day-to-day support needs of courthouse audio/visual systems locally and throughout the district, including installation, support, maintenance, troubleshooting, and repair.
- Perform routine and scheduled maintenance, including testing equipment to ensure all systems are operating correctly. Monitor user concerns to ensure satisfactory experiences.
- Work in advance with the courtroom deputy and courtroom schedulers to ensure any special equipment or connectivity preparations have been completed.
- Perform system upgrades and coordinate service with vendors, chambers, courtroom schedulers or other in-house staff, ensuring changes are implemented with minimal disruption.
- Recommend the purchase of resources to support specific needs of the audio/visual or IT systems and the court.
- Provide audio/visual systems training for court staff, other agencies, and the Bar. Assist in the development and maintenance of system documentation and user-friendly resources for system operation.
- Operate audio/visual equipment and assist with video- and tele-conferencing, as required.
- Provide backup assistance to IT staff.
- Perform asset/inventory control duties as they relate to IT.
- Support remote access and mobile devices.
- Participate in local or national conferences and similar gatherings to continue professional development.
- Provide backup cashier duty and other duties as assigned by management.

QUALIFICATIONS.

The incumbent must have excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.

Additional qualifications and requirements:

- Two years of progressive knowledge and responsible workplace experience with supporting Windows desktop operating systems, office automation, networking, and MS Office products in an Active Directory environment.
- Ability to follow IT security standards and defined policies and procedures.
- Aptitude to troubleshoot IT and AV devices at the hardware level. Systems will include PC's and peripherals, analog and digital video distribution systems, wireless audio, digital signal processors, and matrix mixers.
- Working knowledge of tele-, web-, and video-conferencing technology and equipment.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations. Must be comfortable soliciting and providing critical feedback from team, as needed.
- Ability to communicate effectively with various individuals, focusing on customers (internal/external), respecting others and the uniqueness of the federal judiciary and acting with integrity in all matters. Specifically able to explain technical concepts in an understandable manner, and ability to write effective instructions for users and fellow staff.
- Customer service-oriented professional who is responsible, friendly, organized and detail oriented with accountability for work product.
- Must demonstrate ability to work on multiple tasks, be flexible and tactful when working under pressure in a team environment.
- Ability and willingness to travel occasionally to our remote office and off-site training.

EDUCATION

High school graduation or equivalent required.

JUDGMENT AND ETHICS:

Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

BENEFITS AND HIRING POLICIES:

The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under "Excepted Appointment" and are considered "at-will" employees. As such, employment may be terminated by either the employer or the employee with or without cause. Federal Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other federal employees. These benefits include participation in the Federal Employees' Retirement Systems which contributes to the Social Security Retirement Program, the Federal Employees' Health Benefits Program, Federal Employees' Group Life Insurance Program, Thrift Savings Plan (similar to a 401k plan with employer matching contributions up to 5%), 11 paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of Federal Judiciary benefits.

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. This position is subject to mandatory electronic funds transfer for payroll direct deposit.

HOW TO APPLY:

Qualified applicants should submit a cover letter (including a narrative statement of your background), a resume, and completed [Application for Employment \(AO-78\)](#) to:

By email: HR@vtd.uscourts.gov
Subject: IT/AV Tech Position

The U.S. District Court is an Equal Opportunity Employer. The court reserves the right to withdraw the job announcement without prior notice. Only applicants selected for interviews will be contacted. Travel and/or relocation expenses are the responsibility of the applicant.