



**UNITED STATES BANKRUPTCY COURT
DISTRICT OF MARYLAND
OFFICE OF THE CLERK**

www.mdb.uscourts.gov

MARK A. NEAL
Clerk of Court

Thomas C. Kearns
Chief Deputy

VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY TECHNICIAN II

ANNOUNCEMENT NUMBER: 21-09

APPOINTMENT: Permanent, full-time.

LOCATION: Baltimore or Greenbelt,
Maryland

AREA OF CONSIDERATION: Open to all

OPENING DATE: September 8, 2021

CLOSING DATE: Open until filled. First preference will be given to qualified applicants whose applications are received by September 21, 2021.

SALARY RANGE:

\$48,104 - \$78,167 (CL 25) with at least two years of hands-on Information Technology experience, or a bachelor's degree in information technology or a related field from an accredited institution. Promotion potential to CL 26 without further competition.

\$52,970 - \$86,085 (CL 26) with at least three years of hands-on Information Technology experience, or a bachelor's degree in information technology or a related field from an accredited institution and one year of hands-on Information Technology experience.

If you are interested in joining a highly motivated, energetic, and engaged team, where innovation is encouraged, a wonderful variety of job tasks is ever-present, and work-life balance is valued and promoted, this is the job for you!

WHO WE ARE:

The mission of the United States Bankruptcy Court for the District of Maryland is to "Promote social and economic order by reconciling the opportunity of debtors to a fresh start with the right of creditors to be paid." The Court's agile and highly skilled Information Technology (IT) Division's vision is to be "Leaders in Innovation, Partners in Service, and Contributors to Justice." The court has six active judges, one recalled judge, and a Clerk's Office staff of over 50 employees located in two divisions. Additional information about the court is available on our website at www.mdb.uscourts.gov.

POSITION OVERVIEW:

We are looking for an IT superstar in the making! This hands-on position will allow you to utilize your current IT skills while learning a myriad of new skills and applications. Come join us if you love technology, enjoy working with end-users, and want to grow in the IT field!

You will work with senior IT professionals to establish, maintain, and support physical and virtual end-user environments, mission critical business applications and databases, and standard processes and procedures.

REPRESENTATIVE DUTIES:

- Perform Level I and Level II IT Service Desk duties, including courtroom support
- Assist internal and external customers utilizing a variety of tools
- Create, maintain, and deploy “gold images” for physical and virtual desktops
- Track, patch, and maintain IT hardware and software assets
- Install, configure, and troubleshoot client-based and multi-tier applications
- Support a complex, distributed, multi-vendor environment, including mobile technologies
- Analyze, isolate, and solve system problems utilizing technical resources
- Maintain computer security resources and implement cybersecurity best practices
- Assist with network, server, and user account administration
- Administer the asset management program ensuring data integrity and accurate updates
- Prepare various documents and train users to work with computer systems and programs

QUALIFICATIONS:

At least two years of hands-on Information Technology experience, or a bachelor’s degree in information technology or a related field from an accredited institution. Solid knowledge of IT principles, with proven ability to execute. IT professional level knowledge of Microsoft Windows and Microsoft Office Suite. Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations. Ability to communicate effectively with team members and distill information for end-users. 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.

PREFERRED QUALIFICATIONS:

Prior experience providing phone, remote, and in-person help/service desk support. Experience with virtualized desktops and cloud-based resources. Experience with Microsoft Active Directory user and computer administration. Experience with setting up user profiles, policies, and scripts. Experience working with IP telephony, audio-video technologies, Apple computer and mobile devices, VPN technologies, remote patching systems, help/service desk software, and inventory management systems. Network administration, system administration, or application administration background.

BENEFITS:

Judicial Branch employees are "at will" employees and are not subject to the employment regulations of competitive service. However, judiciary employees are entitled to benefits similar to those of other government employees including: paid annual and sick leave, eleven paid holidays per year, health and life insurance, a flexible benefits program, participation in the

Thrift Savings Plan (similar to a 401K plan, with employer matching) as well as participation in the Federal Employees Retirement System, flexible work schedule, and a professional environment. Salary will be based on experience and qualifications. Electronic Funds Transfer (EFT) for payroll deposit is required.

CONDITIONS OF EMPLOYMENT:

Applicants must be United States citizens or lawful permanent residents actively seeking citizenship. As a condition of employment, the selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter. Employment will be considered provisional pending the successful completion of the background investigation and a favorable suitability determination. Duties require working during non-business hours. Regular travel between court divisions is required. Physical effort may be involved in moving and lifting moderately heavy items when installing or troubleshooting IT infrastructure equipment.

HOW TO APPLY:

All interested persons must submit a **single** PDF containing:

- Resume; and
- Optional cover letter.

Application packages must be emailed to Jobs@mdb.uscourts.gov (please include "Information Technology Technician II" in the subject line).

Interview travel expenses and relocation expenses will not be reimbursed. The court provides reasonable accommodations to applicants with disabilities. All employees are required to adhere to the "Code of Conduct for Judicial Employees," which is available for review upon request. The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position at any time, any of which actions may occur without any prior written or other notice. Only candidates selected for an interview will be contacted.

THE COURT IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER