



# **NOTICE OF POSITION VACANCY INFORMATION TECHNOLOGY TECHNICIAN I CHEYENNE, WYOMING**

Job Announcement 2010-02

FULL TIME POSITION

(One year and one day with potential for full time permanent employment)

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**POSITION TITLE: Information Technology Technician I**

**LOCATION: Cheyenne, Wyoming**

**SALARY RANGE: CL24-01 - CL24-61 (\$34,356 - \$55,864)  
Salary commensurate with experience**

**CLOSING DATE: Until Filled - Applications received prior to April 1, 2010 will be given first priority.**

The Clerk of Court Office in Cheyenne, Wyoming is currently accepting applications for Information Technology Technician I. Information technology technicians are part of the information technology team that performs end user support activities. Information technology technicians at this level of function provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs, as well as routine troubleshooting.

The successful applicant will be responsible for the following duties:

**Responsibilities and Duties:**

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the shelf/desktop releases. Set up, configure, install, and document hardware and software.

- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties. Perform basic system support for telephone systems.
- Provide cabling support.
- Provide printer support and routine maintenance.

**Primary Job Focus and Scope:**

- The primary focus of the job is to install, support, and troubleshoot hardware and software based on the understanding of the needs and priorities of the end users. IT Technicians are very customer- service oriented with users, as well as member of other courts. They must present a professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do. IT Technician errors in judgment, (e.g. failing to schedule the nightly back-up,) could affect the functioning of the entire court and reflect badly on the unit.

**Qualifications:**

- High school graduate or GED
- Two years of information technology experience
- Preferred two years of specialized experience, in a Court or other legal setting
- Computer and word-processing experience
- Excellent verbal and written communication skills
- Self-starter with initiative
- Must be able to work well with Judges, the public and co-workers

**Specialized Qualifications:**

- Knowledge of hardware and software programs. Skills in the latest desktop technologies, performing routine hardware maintenance, and electronic devices such as recorders and sound systems. Ability to implement, operate, and document information technology systems in consideration of hardware and software. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Skill in training court personnel in relevant hardware and software programs

**OTHER INFORMATION**

- The Court is not authorized to reimburse candidates for travel or moving expenses.
- This position is subject to mandatory Electronic Funds Transfer participation for payment of net pay.
- The Court reserves the right to modify the conditions of this job announcement, or to

withdraw the announcement, any of which actions may occur without prior written or other notice.

- All employees are required to adhere to a code of conduct.
- Employees of the U.S. Courts serve under “excepted appointments” and are considered “at will” employees.
- The final candidate will be subject to a background check and fingerprinting.
- Benefits: all benefits federal employees are entitled including 11 paid holidays annually, accrual of vacation and sick leave, participation in Thrift Saving Plan, and health and life insurances.

To Apply:

**Submit a detailed resume of education, work experience, and salary history, together with a cover letter AND a completed AO-78\*, Application for Federal Employment form in sealed envelope marked CONFIDENTIAL, to:**

U.S. District Court  
Attn: Chief Deputy  
P. O Box 1348  
Cheyenne, WY 82003-1348

or by email to: [hr@wyd.uscourts.gov](mailto:hr@wyd.uscourts.gov)

\* Application forms (AO-78) are available on our website are [www.wyd.uscourts.gov](http://www.wyd.uscourts.gov)

\* \* \* EQUAL OPPORTUNITY EMPLOYER \* \* \*