



DISTRICT OF NEW HAMPSHIRE

U.S. District Court | U.S. Bankruptcy Court | U.S. Probation & Pretrial Office

55 Pleasant Street, Concord, NH 03301

Position	IT Technician II (2022-04P)
Location	Concord, NH (on-site)
Salary Range	CPS CL27 \$59,299 - \$96,375
Opening Date	October 07, 2022
Closing Date	Open until filled. Preference given to applications received on or before November 07, 2022

Position Description

The District of New Hampshire shared IT services department is accepting applications for an Information Technology Technician II. This position provides help desk support for end users and technical support installing and configuring computer hardware and software programs, as well as second-level end user support. The IT Technician performs a range of duties from routine to complex troubleshooting for hardware and software systems.

Primary Representative Duties

- Respond to and log help desk calls and e-mails. Diagnose systems operations, hardware, software, and operator problems.
- Perform troubleshooting to correct user problems and follow-up until a solution is found.
- Perform and/or recommend remedial actions to correct software, hardware, equipment, or systems problems.
- Provide information and instruction to users on various applications and equipment.
- Conduct routine support of network systems, electronic mail systems, and communication devices.
- Install hardware and peripheral components such as monitors, keyboards, printers, scanners, projectors, audio-visual, and other devices.
- Load specified software packages such as operating systems and productivity software. Verifies correct system operations.
- Repair computers and printers and replace failed components.
- Create user accounts and assign passwords.
- Maintain inventory of IT equipment, supplies, and software; dispose of automation equipment.
- Provide support for office technology, including audio-visual equipment, mobile computing devices, and remote access including notebooks, iPhones, and iPads.

- Responsible for deployment and relocation of computers, monitors and phones.
- Other duties as assigned.

Secondary Representative Duties

- Test, troubleshoot and resolve courtroom technology issues throughout the courthouse.
- Assist the Court Technology Specialist with upgrades and other tasks and projects.
- Maintain phone IP assignments, endpoints, call handlers, and softphones for end users.
- Assist with SharePoint administration.
- Assist with computer patching and scripting.
- Perform occasional end user training.

Qualifications

- Two years of specialized experience in IT or related field or completion of a bachelor's degree from an accredited college or university in the information technology field, or completion of one academic year (18 semester or 27 quarter hours) of graduate study in a field closely related to the subject matter of this position is required. Experience may include:
 - Knowledge of computer hardware, software, and data communications.
 - Experience supporting end users with varying degrees of technical ability.
 - Ability to identify and resolve end user issues.
 - Knowledge of service desk management, including effective communication to end users.
- In the absence of a bachelor's degree an associate's degree or higher in the information technology field from an accredited university is preferred.
- CompTIA A+ certification is preferred.
- SharePoint Online experience is preferred.
- Extensive knowledge of Windows 10/11 operating systems and troubleshooting is preferred.
- Experience troubleshooting problems involving computer equipment and peripherals.
- Closely related qualifying experience may also include modifying, enhancing, designing, implementing, and/or maintaining computer systems, or performing systems analysis, computer programming, systems integration, and/or information technology project management.
- Ability to lift 40lbs.
- Skill in interpersonal communications, including the ability to use tact and diplomacy in dealing effectively with all levels of management, staff, and judicial officers.
- Skill in project management, organizing information, managing time, and balancing multiple work assignments effectively, including prioritizing and meeting compressed deadlines.
- Self-motivated, detail-oriented, and organized.
- Ability to manage multiple priorities and problem solve under pressure.
- Possess excellent verbal and written communication skills.
- Present a professional demeanor, positive personality, and work well in a team environment.
- Applicants must be a U.S. Citizen or meet the exceptions to the statutory restriction on origin non-citizens to work in the federal government in the continental United States.

Duty Station and Schedule

Primary duty station: **Warren B. Rudman Federal Courthouse**
55 Pleasant Street
Concord, NH 03301

Normal working hours are from 8:00am to 5:00pm with a one-hour lunch.

This is an on-site position. The IT Technician II will be expected to report to the federal courthouse during working hours.

Additional Information

Full benefits available. The Federal Financial Management Reform Act requires direct deposit of federal wages. As a condition of employment, the selected applicant will be subject to a background investigation by law enforcement agencies and may be required to provide educational transcripts. The selected candidate will be hired provisionally pending successful completion of the background investigation and a favorable suitability determination. Unsatisfactory findings may result in termination of employment. Judiciary employees serve under excepted appointments and are considered "At Will" employees. Some travel may be required.

How to Apply

To apply for this position please visit:

<https://www.nhp.uscourts.gov/jobform>

The applicants deemed most qualified will be invited to participate in a personal interview at their own expense. References will not be required until an applicant is considered a finalist. The Court Unit Executives reserve the right to modify the conditions of this vacancy announcement at any time or to withdraw it without prior notice. If a subsequent vacancy of the same or similar characteristics to this position becomes available within a reasonable time of the original announcement, the Court Unit Executives may elect to select a candidate from the original qualified applicant pool.

The District of New Hampshire is an equal opportunity employer.