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**UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF OKLAHOMA**

www.okwd.uscourts.gov

Position Title: IT/AV Technician
Position Number: 23-09
Location: Oklahoma City
Open date: July 20, 2023
Close Date: Open until filled. Applications will be reviewed upon submission. Applications received prior to **August 21, 2023**, will receive priority.
Salary Range: CL-25 (\$45,682 - \$74,271)
Starting salary commensurate with qualifications and work experience.

POSITION OVERVIEW. The Court Clerk's office for the United States District Court for the Western District of Oklahoma provides administrative, operational, and technical support to the federal court at two staffed locations: Oklahoma City and Lawton. This position is in Oklahoma City with occasional travel to the Lawton Divisional office and/or to attend seminars, conferences, and training.

REPRESENTATIVE DUTIES. The Information Technology (IT) / Audio Visual (AV) Technician is a member of the 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, 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 court reporters 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 support for cashier duty and other duties as assigned by management.

MINIMUM QUALIFICATIONS.

- Must be United States citizen or eligible to work in the United States.
- High school graduate or equivalent required.
- Minimum of two years of general work experience and a minimum of one year of specialized experience.
 - Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience.

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.

COURT PREFERRED QUALIFICATIONS.

- A bachelor's degree in CS, MIS, other relevant field of study, or a minimum of four years of related work experience in lieu of a degree.
- Support experience with Apple Mobile iOS devices.
- Support experience with audio visual technology.
- Familiarity with virtual desktop and zero client environments as it relates to end users.

BENEFITS. Employees of the U.S. District Court are not classified under Civil Service but are entitled to many of the same benefits as other federal government employees including participation in the retirement system, health, dental, vision, life and long-term care insurance programs, paid leave, periodic grade and step increases, and 11 paid holidays. All employees are subject to mandatory electronic direct deposit of salary payment.

ADDITIONAL INFORMATION. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. Employees of the United States Courts serve under excepted appointments 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. All court employees are at-will and therefore the selected candidate may be removed from this position at any time if, after reasonable on-the-job training, the selected candidate fails to perform at a satisfactory level.

As a condition of employment, the selected candidate will be subject to an FBI fingerprint background check and satisfactory adjudication by the employing office to be eligible for employment. Candidates will not be asked about their criminal history prior to receiving a tentative offer of employment. **Candidates completing the AO-78 are not required to complete questions 18-20 regarding criminal history.** Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement or to fill the position sooner than the closing date, any of which may occur without any prior written notice. More than one position may be filled from this announcement. If a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position.

APPLICATION INSTRUCTIONS. Please email a letter of interest, resume, and completed application form as a single .pdf document to hr@okwd.uscourts.gov. The employment application can be found on our web page at www.okwd.uscourts.gov. Please include the name of the applicant and the vacancy number in the subject line of the email.

Vacancy No. 23-09
Carmelita Reeder Shinn, Court Clerk
U. S. District Court, Western District of Oklahoma
William J. Holloway, Jr. U.S. Courthouse
200 NW 4th Street, Rm 1210
Oklahoma City, OK 73102

An Equal Opportunity Employer

TOTAL COMPENSATION STATEMENT

* SAMPLE FOR ILLUSTRATION PURPOSES ONLY *

POSITION: IT/AV Technician, Full-time
LOCATION: Oklahoma City, OK
STARTING LEVEL: CL 25
SALARY: \$45,682 per Annum

The Federal Judiciary provides a generous benefit package which, in addition to salary, is an important component of total compensation. This total compensation statement illustrates the value of the Federal Judiciary benefits. Please be advised the information is tailored to this position as above, however, some of the individual benefit values may vary based on personal benefit choices.

EARNINGS **\$45,682**

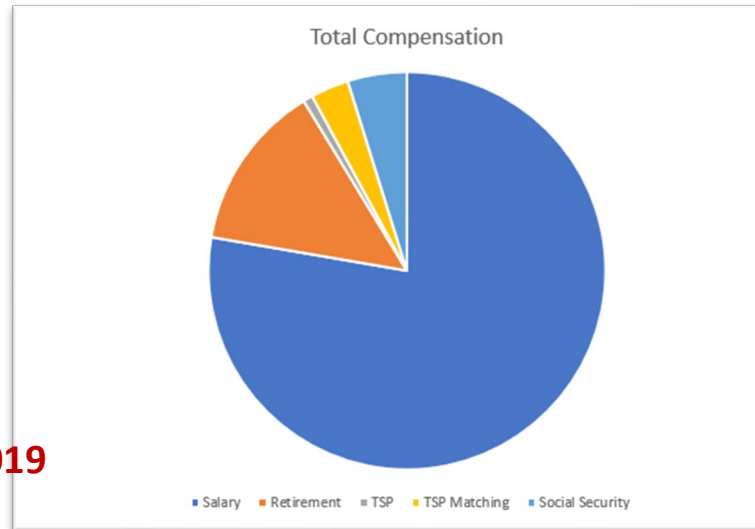
Retirement Benefits \$7,994

TSP \$457

TSP Matching \$1,827

Social Security \$2,741

TOTAL EMPLOYER CONTRIBUTIONS \$13,019



Employer contributions represent 41.98% of total compensation

TOTAL COMPENSATION \$58,701

EMPLOYER CONTRIBUTIONS

Retirement Benefits

- Retirement – Basic Benefit (FERS) 16.6 – 18.4% of basic pay for FY22, varies by type of employee (FERS, FERS RAE or FERS FRAE)
- Thrift Savings Plan - Automatic Contribution 1% of Basic Pay for FERS employees
- Thrift Savings Plan – Employee Matching Up to an additional 4% of Basic Pay
Judiciary matches dollar for dollar for the first 3%, then 50 cents for every dollar contributed after that, up to 5%
- Social Security 6.2% of earnings up to SS Wage Base

Health/Life Insurance

- Health Insurance – FEHB
 - Life Insurance – FEGLI Basic Option
- Approximately 72% of FEHB Premium
\$.075 per every \$1,000 of insurance

Paid Time Off

- Sick Leave
 - Annual Leave
- 4 hours per pay period = 104 hours per year
4-8 hours per pay period based on length of service

0 – 3 years = 104 hours/year
3 – 15 years = 160 hours/year
15+ years = 208 hours/year

- Paid Holidays
- 11 federal holidays
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ADDITIONAL BENEFITS

- Dental Insurance, *premiums paid on a pre-tax basis*
- Vision Insurance, *premiums paid on a pre-tax basis*
- Flexible Spending Accounts, *contributions paid on a pre-tax basis*
- Paid Parental Leave, *12 weeks*
- Long-term Care Insurance
- Employee Recognition Program
- Professional Education and Training
- Benefit and Retirement counseling and training
- Onsite Gym (specified hours)
- Employee Assistance Program (EAP)