


**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF PENNSYLVANIA  
PROBATION OFFICE**

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**VACANCY ANNOUNCEMENT**

*The United States Probation Office for the Eastern District of Pennsylvania is accepting applications for the position of **IT Student Employee***

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**VACANCY:** #24-03

**POSITION:** Student Employee(s) (Information Technology Department)/ **(Part/Full-Time TEMPORARY)**

**LOCATION:** Philadelphia, PA

**OPENING DATE:** 03/19/2024

**CLOSING DATE:** Until position(s) is filled.

**TARGET GRADE:** CL 21/22 (\$27,735 - 56,647); salary will be determined based on qualifications

**JOB SUMMARY**

This position(s) is located in the U.S. Probation Office, Eastern District of Pennsylvania. The Student Employee(s) will be part of the information technology team. The U.S. Probation Office Student Employee(s) will focus primarily on assisting with end user IT support, along with offering general administrative and project assistance to the IT team and the U.S. Probation Office staff. The duties of the U.S. Probation Office Student Employee(s) will be performed under the supervision of an IT team member. **The U.S. Probation Office Student Employee position(s) are temporary six-month part/full-time appointments, with a possibility of extension.**

**REPRESENTATIVE DUTIES**

- Provide end user technical assistance by resolving Service Desk tickets concerning desktop and laptop hardware, software, remote access/VPN, user account management, network connectivity and peripherals.
- Escalate unresolved issues to senior IT staff for further assistance when necessary.
- Participate in IT projects as assigned. Project tasks may include product evaluation, scripting, inventory, network infrastructure as well as software and hardware deployment.
- Regularly participate in department meetings and trainings.
- Perform other related duties, as assigned.

## **QUALIFICATIONS**

Candidate(s) must currently be enrolled as a Junior or Senior in an accredited undergraduate program in a field of academic study such as Computer Science, Information Technology, or other related field. Candidate(s) must possess substantial organizational, administrative, and leadership skills. Must have at least a 3.00 cumulative grade point average.

Candidate(s) must have general knowledge of computer hardware and mobile devices, software and networking technologies. Knowledge of Office 365 (Outlook, Word, Teams, OneDrive, OneNote etc.). Knowledge of Windows 10/11 and Mac OS.

*Preferred Experience:* Experience supporting desktops and mobile devices within a hybrid work environment. Ability to maintain, troubleshoot, and administer printing, scanning and other multi-function networked devices. Sufficient experience supporting mobile devices (smartphones, tablets, and laptops).

A successful candidate(s) must be mature, responsible, poised, organized, and meticulous. Must also possess integrity, tact, good judgment, initiative, and the ability to work with a wide variety of people with diverse backgrounds. Ability to learn the basics of the PACTS Probation Case Management Tracking System. Ability to follow detailed instructions and multitask.

## **TO APPLY**

Submit **one** complete applicant packet which includes: a letter of interest, a current/detailed resume, a Declaration for Federal Employment form (OF306) and a completed Application for Judicial Branch Federal Employment form (AO78); available on the probation website at <http://www.paep.uscourts.gov/job-opportunities>.

**All documents should be submitted as a single PDF attachment including VAC#24-03 in the subject line to:**

[PAEPdb\\_ProbationMail@paep.uscourts.gov](mailto:PAEPdb_ProbationMail@paep.uscourts.gov)

\*If you fail to provide all requested documents, your application package may be considered incomplete and may not be considered any further.

\*\*Documents should be saved with your first and last name (Ex. JohnDoeVAC#)

## **SELECTION PROCESS**

The candidate(s) deemed most qualified will be invited to participate in a personal interview at their own expense. Final candidate(s) are subject to a complete background investigation. The background investigation will include, but is not limited to, prior employment records, criminal records, motor vehicle records, and credit reports. United States Citizenship is required for consideration for this position. All application information is subject to verification. Appointment to this position is contingent upon successful completion of a background investigation and criminal record checks.

**The United States Probation Office of the Eastern District of Pennsylvania is an Equal Opportunity Employer.**