


**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***

VACANCY: #22-05

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

LOCATION: Philadelphia, PA

OPENING DATE: May 09, 2022

CLOSING DATE: Until position(s) is filled.

TARGET GRADE: CL 21/22 (\$25,112 - \$51,297); 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 providing personal computer end user support and general administrative and project assistance to the information technology 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.**

REPRESENTATIVE DUTIES

- Respond to IT Service Desk calls and emails, log and assign tickets, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level. Provide assistance with remote access, web access, desktop peripherals, and telephony requests. Provide information and assistance to users on software applications, such as word processing and data entry.
- Participate in projects that pertain to the automation and streamlining of various IT processes. Project tasks may include product evaluation, scripting, and software deployment.

- Prepare routine communication to staff regarding various IT events that may have an office wide impact. Deliver training to staff in the form of new hire orientation, one on one technical training, or group trainings such as "lunch and learn" sessions, via Microsoft Teams.
- Participate in department meetings and trainings regularly.
- 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, software and networking technologies. Knowledge of Microsoft Office 365 suite (Outlook, Word, Teams etc.). Knowledge of Windows 10 and MAC OS operating systems.

Preferred Experience: Experience supporting desktops in a virtual 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#22-05 in the subject line to:

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.