



# United States Bankruptcy Court Western District of Louisiana

## Revised Vacancy Announcement # 2015-05

(Extended Closing Date)

Position Title: Information Technology Technician (Intern position)  
Type: Part time or Full time (Temporary position – NTE date less than 90 days)\*  
Hours: Minimum of twenty hours per week up to forty hours  
(Depending upon successful applicant’s availability)  
Location: Shreveport, LA  
Starting Grade/Range: \$15.22 - \$24.73 per hour (CL23) \*\* (*Based on experience and qualifications*)  
Opening Date: October 19, 2015  
Closing Date: Open until filled (Preference given to applications received by November 20, 2015)

*\*This position may be converted to a permanent position (contingent upon funding) without further posting.  
\*\*Promotion potential up to CL 24 without further competition.*

### Overview of Position

The United States Bankruptcy Court for the Western District of Louisiana is accepting applications from qualified candidates for a temporary Information Technology Technician Intern position. This position is located at the United States Bankruptcy Court in Shreveport, Louisiana and reports directly to the Director of IT and/or the Chief Deputy of the United States Bankruptcy Court. The Information Technology Technician performs, but is not limited to, the following duties:

- Serves as a central point of information and assistance for end users. Answers help desk calls and e-mails, logs problems (computer, printer, scanner, etc.). Performs routine troubleshooting for hardware/software systems. Problems that are not quickly resolved are escalated to the next level. Monitors day-to-day operations of the equipment and systems.
- Provides information and assistance to users on applications such as Word, Excel, Lotus Notes, or other desktop applications. Prepares and maintains the documentation, standard operating procedures and checklists. Assists with end user training when appropriate.
- Assists user accounts setup where appropriate. Assists in the installation or replacement of user hardware and other peripherals.
- Provides support for mobile computing devices and remote access.
- Assists with courtroom support activities including courtroom setup, audio/video components, attorney peripheral setup and subsequent integration within the courtroom environment.
- Assists other information technology court personnel as needed with special projects or assignments.
- Maintains contact with other information technology court personnel at different levels to keep abreast of developments, techniques, and user programs.

### Qualifications

The candidate must be a high school graduate or equivalent and have a minimum of two years general experience to qualify for grade CL-23. Qualifications for a CL-24 will be provided upon request. The ideal candidate will possess a bachelor’s degree in computer science or related field from an accredited college or university.

**Additionally the ideal candidate will possess:**

Knowledge of Linux, Microsoft Windows OS, Microsoft Office, Microsoft Active Directory, Mozilla Firefox, Lotus Notes, WordPerfect, Microsoft Windows Server, and Apple mobile devices is highly preferable. Basic knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards.

- Demonstrated skill and knowledge of computer processes and capabilities, including general understanding of computer operations and best practices.
- Demonstrated skill providing outstanding customer service with a can do attitude and friendly approach to solving user issues. Ability to perform well under pressure while maintaining a calm and collected demeanor.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to communicate effectively (orally and in writing) to individuals and groups to provide information and answer procedural questions without providing legal advice. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work individually, as well as in a team environment.

**Additional Conditions of Employment:**

Applicants must be U.S. citizens or permanently eligible to work in the United States. Only qualified applicants will be considered for this position. Applicants selected for interviews must travel at their own expense. Relocation expenses will not be reimbursed. Only applicants selected for an interview will be notified. Selected applicant is subject to a background check or investigation, which includes an FBI fingerprint check as a condition of employment. Employee retention depends upon a favorable suitability determination. This temporary position (less than 90 days) is not eligible for health, life, or retirement benefits.

This position is subject to mandatory electronic direct deposit of salary. Employees, of the U.S. Bankruptcy Court, are hired under Excepted Service Appointments. Court employees are considered “*at will*” and can be terminated with or without cause by the court. All court employees are required to adhere to a Code of Conduct.

The Court reserves the right to modify the conditions of this vacancy announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. Multiple positions may be filled from this announcement.

**Application Procedures and Information:**

To apply for this position, qualified persons should complete an application package which includes:

- (1) Cover letter of interest,
- (2) A current/detailed resume which includes the names and contacts of three professional references,
- (3) A completed Application for Judicial Branch Federal Employment (AO 78) which is available at the court’s website: [www.lawb.uscourts.gov/employment](http://www.lawb.uscourts.gov/employment).

**Applications will not be considered complete until all items listed above have been received by Human Resources.** Submit the completed application package to the address provided below or email the application package via pdf format with the subject line “**HR Confidential**” 2015-05 to: [joann\\_walker@lawb.uscourts.gov](mailto:joann_walker@lawb.uscourts.gov)

U. S. Bankruptcy Court  
Western District of Louisiana  
Attn: Human Resources “**Confidential**” 2015-05  
300 Fannin Street, Suite 2201  
Shreveport, LA 71101

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