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300 Fannin St.
Suite 1167
Shreveport, La 71101

Website:
www.lawd.uscourts.gov

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT WESTERN DISTRICT OF LOUISIANA

Position:	Information Technology Technician II
Vacancy Number:	26-WDLA-04
Classification Level:	CL 25
Salary Range:	\$49,361 - \$80,265 (starting salary depending on experience & qualifications)
Duty Station:	Shreveport, Louisiana
Opening Date:	April 21, 2026
Closing Date:	May 6, 2026, at 5:00 p.m. CST

The Clerk's Office of the United States District Court, Western District of Louisiana is a career-oriented organization focused on providing exceptional service to the court, members of the legal community, and the general public. Currently, we are seeking applicants for an Information Technology Technician II position in the Shreveport Division.

REPRESENTATIVE DUTIES:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling and courtroom technology audio/video support.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.
- Some travel is required.
- Perform all other duties as assigned.
- Assist staff with Microsoft Outlook, Microsoft Office, Adobe Acrobat, and other Court specific applications.

QUALIFICATIONS:

- College degree is preferred.
- High school diploma or equivalent, two years of general experience, and a minimum of one year of specialized experience.
- Ability to work independently with minimal supervision and to function effectively as part of a team.

- Strong organizational skills and the ability to function as a team player in a fast-paced, team-oriented office environment, and the ability to handle multiple assignments with frequent interruptions.
- Ability to communicate effectively.
- Excellent computer skills and ability to work with a variety of programs and applications.
- Ability to manage multiple tasks and priorities and adhere to strict deadlines. Accuracy and attention to detail required.
- Ability to maintain confidentiality and use sound judgment.
- Exhibit the highest standards of excellence, integrity, and customer service.
- Ability to display at all times, and to all persons, a courteous, professional, and cooperative attitude.

REQUIRED CLEARANCES:

This position is classified as a sensitive position; therefore, the successful candidate will be required to submit to a background clearance, which will include a criminal history and fingerprint check. Employment will be contingent upon a favorable response from this investigation.

HOW TO APPLY:

Applicants must submit **ONE COMBINED PDF** document containing the following to Tara_Boudreaux@lawd.uscourts.gov:

- (1) letter of interest
- (2) current resume
- (3) list of three professional references with current contact information
- (4) completed and signed "AO 78, Application for Federal Judicial Branch Employment"
(form can be obtained at <http://www.uscourts.gov/forms/AO078.pdf>)

Application packages will not be considered complete unless **all** items have been received by the Human Resources Department. Incomplete application packages will disqualify an applicant from further consideration. Receipt will be acknowledged by the Human Resources Specialist via return email. The deadline for submitting application packets is Wednesday, May 6, 2026, at 5:00 p.m. (CST).

Due to the anticipated volume of applications, only applicants selected for an interview will be notified. Please do not inquire about the status of your application. Applicants selected for interviews may be required to travel to the designated location at their own expense.

The court reserves the right to modify or withdraw this vacancy announcement, or to fill the position any time before the closing date, either of which may occur without prior written or other notice.

ADDITIONAL INFORMATION:

A generous federal benefits package is offered. See the attached total compensation illustration. For more detailed information about federal court benefits, go to:
<https://www.uscourts.gov/careers/benefits>.

Applicants must be U.S. Citizens or eligible to work in the United States.

The court requires employees to adhere to the *Code of Conduct for Judicial Employees*. For more information, please go to: <https://www.uscourts.gov/rules-policies/judiciary-policies/code-conduct/code-conduct-judicial-employees>.

All employees of the court are “excepted service” appointments. Excepted service appointments are “at will” and serve at the pleasure of the court.

This position is subject to mandatory electronic funds transfer (direct deposit) of federal wages for court employees.

The U.S. District Court for the Western District of Louisiana is an Equal Opportunity Employer and values diversity in the workplace.