

**UNITED STATES COURT OF APPEALS  
FOR THE FIRST CIRCUIT  
OFFICE OF THE CIRCUIT EXECUTIVE**

**Information Technology Support Specialist**

**Job Announcement:** #21-10

**Position Type:** Full-time, Permanent

**Location:** Circuit Executive's Office  
John J. Moakley U.S. Courthouse, Boston, MA

**Salary:** CL 24 - 25 (\$43,085 - \$77,346) per annum  
Depending on qualifications and experience

**Closing Date:** May 7, 2021

**Organization:** The Circuit Executive's Office for the United States Court of Appeals for the First Circuit seeks applications for the position of Information Technology (IT) Support Specialist. The United States Court of Appeals for the First Circuit is the court of review for decisions by the district courts within the First Circuit, which includes the Districts of Maine, Massachusetts, New Hampshire, Rhode Island, and Puerto Rico. The Court also reviews decisions by federal administrative agencies, the United States Tax Court, and the Bankruptcy Appellate Panel. The Circuit Executive's Office provides policy development, administrative, technical, and staff support to the judges and court units within the First Circuit.

**Duties and**

**Responsibilities:** The IT Support Specialist works as an integral member of the IT Department and reports to the Assistant Circuit Executive for IT. Representative duties include, but are not limited to:

- Providing first-tier end user technical support and customer service based on an internal Help Desk ticketing system. Acting as the technical expert in solving software and computer system problems.
- Configuring and deploying mobile devices such as phones, tablets, and laptops.
- Installing or assisting in the installation of new or revised releases of software and national systems. Advising on the use of the software and training end users in software applications.
- Maintaining contact with IT staff about development standards, techniques, and user programs.
- Assisting with cyclical replacement of IT equipment and determining when applications require new hardware.
- Recommending, receiving, logging, and configuring hardware for deployment, as directed.
- Preparing project planning documentation and technical scope of work documents.
- Drafting technical instructions and maintaining documentation for various areas of technical responsibility.

**Qualifications:****Minimum Qualifications**

- Requires at least one year of full-time relevant work experience in office automation systems, data processing, and/or data communications that includes user applications, terminology, and methodology.
- Thorough knowledge of PC software and hardware to provide excellent technical support, including proficiency in Microsoft Office 365 and its collaboration tools, such as SharePoint, OneDrive, OneNote, and Teams. Microsoft Office 365 certification preferred.
- Proficiency in Active Directory and Windows 10, including installing and testing software update releases for compatibility with existing hardware and systems.
- Experience in customer service, with strong oral and written communication skills in explaining technical concepts to non-technical staff.

**Court Preferred Qualifications:**

- Completion of a bachelor's degree from an accredited college or university and two or more years of relevant work experience.
- CompTIA A+ and Net+ certifications are a plus. LAN/WAN experience preferred.
- Experience with computer project assignments that involved systems analysis, implementation, integration, and management is desirable.
- Ability to work both independently, with limited supervision, as well as in a team environment.
- Strong organizational skills and proven ability to prioritize multiple demands and meet established deadlines and commitments.
- Attention to detail, and the ability to exercise common sense and good judgment in a fast-paced environment with rapidly shifting priorities.

**Benefits:**

Federal benefits include paid vacation and sick leave, health benefits, life insurance, flexible benefit programs, long-term care, retirement benefits, and a tax-deferred savings plan. Further details regarding benefits can be found here:

<https://www.uscourts.gov/careers/benefits>

**Background Check:** The successful candidate 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.

**How to Apply:**

Submit the following documents: (1) cover letter, (2) resume, and (3) completed

AO-78, Application for Federal Judicial Branch Employment (version dated 02/20) to:

Andrew Burke, Human Resources Administrator  
Office of the Circuit Executive  
U.S. Court of Appeals for the First Circuit  
John Joseph Moakley U.S. Courthouse  
1 Courthouse Way, Suite 3700  
Boston, MA 02210

Complete applications will also be accepted via email, in **pdf format only**, to [ijobs@ca1.uscourts.gov](mailto:ijobs@ca1.uscourts.gov)

The application form (AO-78) is available at <http://www.ca1.uscourts.gov/sites/ca1/files/AO078.pdf> The AO-78 must be signed and filled out completely. Attaching a resume in lieu of the AO-78 or answering the questions on the AO-78 by simply referencing an attached resume is not sufficient. If the AO-78 is filled out electronically and submitted by email, the fillable form must be resaved and submitted as a non-fillable pdf before submission; otherwise the form will appear blank.

**Note:** Applications that do not include all requested information will be deemed incomplete and will not be considered.

**Additional Conditions of Employment:**

An applicant must be a United States citizen or permanently eligible to work in the United States. The Federal Financial Management Reform Act requires direct deposit of federal wages. All Court employees are required to adhere to a Code of Conduct. Successful completion of a six-month probationary period is required. All Court employees are "*at will*" employees and serve at the pleasure of the Court. The Court will only communicate with those qualified individuals who will be invited for an interview. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, either of which may occur without prior written or other notice. If a subsequent vacancy of the same or similar characteristics to this position becomes available within a reasonable time of the original announcement, the Court may elect to select a candidate from the original qualified applicant pool.

**EQUAL OPPORTUNITY EMPLOYER**