

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

Information Technology Support Specialist

Job Announcement: #25-11

Position Type: Full-time, Permanent

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

Salary: CL 23 - 25 (\$45,256 - \$89,975) per annum
Starting salary: \$45,256 - \$69,213 per annum, depending on qualifications and experience

Closing Date: Open until filled. Preference will be given to applications received by May 28, 2025.

Organization: The Circuit Executive's Office of the United States Courts for the First Circuit seeks applications for the position of Information Technology Support Specialist. The United States Courts for the First Circuit include the Court of Appeals, which is the court of review for decisions of the district courts within the First Circuit, including the Districts of Maine, Massachusetts, New Hampshire, Rhode Island, and Puerto Rico. The Court of Appeals also reviews decisions of 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.
- 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.
- Drafting technical instructions and maintaining documentation for various areas of technical responsibility.

- Serving as the IT Custodial Officer for multiple court units. Maintaining an inventory database of all IT equipment and updating records regularly. Ensuring care-taker forms are completed for all equipment assigned to users. Completing bi-annual sighting of all equipment in storage. Coordinating with IT staff when needed to assist with inventory duties of infrastructure equipment located in computer rooms and data closets. Providing inventory data to the IT management team to assist with purchase planning. Coordinating with the IT Disposal Officer on the disposal of IT equipment.
- Performing other duties as assigned.

Qualifications: Minimum Qualifications

- The position 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;
- Proficiency in Active Directory and Windows Operating Systems, 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;
- The 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; and
- Attention to detail, and the ability to exercise common sense and good judgment in a fast-paced environment with rapidly shifting priorities.

Court Preferred Qualifications:

- Completion of a bachelor's degree from an accredited college or university and two or more years of relevant work experience.
- Microsoft Office 365 certification preferred.
- Experience with computer project assignments that involved systems analysis, implementation, integration, and management is desirable.

Benefits: Federal benefits include paid vacation and sick leave, health benefits, life insurance, flexible benefit programs, and retirement benefits. Federal Judiciary employees are eligible to participate in the Public Service Loan Forgiveness (PSLF) Program. 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 5/24) to:

Andrew Burke, Human Resources Director
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

The application form (AO-78) is available at [AO 078-08-2024.pdf \(uscourts.gov\)](#). 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.

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