



## **District Court of the Virgin Islands Vacancy Announcement Career Opportunity Number: 2023-004**

**Position:** Temporary Information Technology Technician

**Location:** St. Croix and St. Thomas/St. John Division

**Salary:** CL 24 (\$41,368 - \$67,231)

\*(plus Cost-of-Living Allowance, currently at 12.25%)

**Open:** May 12, 2023

**Close:** Open until filled, *first preference given to applicants who apply by May 19, 2023*

**\*Employment Term:** It is expected that the selected candidate will serve for four months.

---

The District Court of the Virgin Islands is currently accepting applications for the position of Information Technology Technician in both the St. Croix and St. Thomas/St. John Division. The position is open to all qualified U.S. Citizens. The type of appointment is of temporary status on a full-time basis.

### **Position Overview:**

The position is available in the St. Croix and St. Thomas/St. John Division of the Clerk's Office and reports to the Clerk of Court, through the Chief Deputy Clerk II. The Information Technology Technician will perform professional work related to providing routine support for end users and providing technical support for moderately complex troubleshooting for hardware and software systems.

### **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 support.
- Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log.
- Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity

of data.

- Maintain contact with other information technology court personnel at different 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.
- Adhere to the Guide to Judiciary Policies and Procedures and Code of Conduct for Judicial Employees.
- Perform other duties as assigned.

### **Qualifications and Experience:**

To qualify for the Information Technology Technician position, the successful applicant must be a high school graduate or equivalent and must have one year of specialized experience. Specialized experience is progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, and laws that involve the routine use of specialized terminology and automated software and equipment for word processing, data entry and report generation.

Education may not be substituted for specialized experience because this position requires hands-on experience to be credited as specialized experience.

### **Required Competencies (Knowledge, Skills, and Abilities):**

#### **Information Technology and Automation**

Mastery of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.

#### **Court Operations**

Knowledge of the functions and procedures of the court units.

#### **Judgment and Ethics**

Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

#### **Written and Oral Communication/Interaction**

Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

### **Conditions of Employment:**

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

This position is subject to mandatory electronic funds transfer (direct deposit) for salary payment. Appointment is provisional and contingent upon successful completion of a reference, background check and/or investigation, which includes a Federal Bureau of Investigation (FBI) fingerprint check. Judiciary employees serve under excepted appointments and are considered “at will” and can be terminated with or without cause by the Court. Employees are required to adhere to the Code of Conduct for Judicial Employees and court confidentiality requirements. Appointee may be removed from this position for failure to perform at a satisfactory level following reasonable on-the-job training.

### **Application Requirements:**

Qualified applicants should submit a letter of interest demonstrating the applicant’s administrative and professional accomplishments. Qualified applicants must also submit a resume detailing qualifications, skills, and experience necessary to perform the duties of the position. In addition, qualified applicants are also required to list three (3) employment references of with contact information, along with a completed [\*Application for Judicial Branch Employment \(AO 78\)\*](#). Please indicate full-time or part-time experience and exact dates of employment.

### **Application Procedure:**

Include all required documents in one pdf file and email to [viclerk@vid.uscourts.gov](mailto:viclerk@vid.uscourts.gov). The subject line should state *Information Technology Technician*. Submissions that do not include all the requested documents in the requested format will not be considered.

Interviews may occur via Microsoft Teams. Participation in the interview process will be at the applicant’s own expense, and relocation expenses will not be provided. Due to the high volume of applications anticipated, the Court will only contact applicants selected for interviews. Please DO NOT CALL OR EMAIL the Court inquiring about the position.

The District Court of the Virgin Islands reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior written or other notice.

**THE DISTRICT COURT OF THE VIRGIN ISLANDS  
IS AN EQUAL OPPORTUNITY EMPLOYER.**

