



**Eastern District of Pennsylvania  
United States Bankruptcy Court  
Philadelphia, Pennsylvania**

**VACANCY ANNOUNCEMENT #25-02  
INFORMATION TECHNOLOGY TECHNICIAN**

The Eastern District of Pennsylvania U.S. Bankruptcy Court is currently accepting applications for a full-time Information Technology Technician. This permanent position is located in the Philadelphia Office at 900 Market Street, in the Bankruptcy Court Clerk's Office. The Information Technology Technician will report to Chief Deputy Clerk and is subject to a six-month probation period.

---

<b>Position:</b>	Information Technology Technician
<b>Salary Range:</b>	\$53,873- \$87,539
<b>Classification Level:</b>	CL 25 1-61 (Salary offer will be based on qualifications and experience)
<b>Opening Date:</b>	April 4, 2025
<b>Closing Date:</b>	Open until filled Preference will be given to applications received on or before April 20, 2025. (Possible promotion potential to the CL 26 without further competition.)

**POSITION OVERVIEW:**

The Information Technology Technician is part of the Information Technology team. The incumbent provides end user support activities. The individual provides help desk support for end users, technical support in installing and configuring computer hardware and software programs, system troubleshooting. Provides support of mobile computing devices, telephone system and cellular phones

**REPRESENTATIVE DUTIES:**

- Troubleshoot and assist Chambers and Clerk's Office staff with various software used by the court such as Microsoft Outlook, Microsoft Office, Adobe Acrobat, and other Court specific applications.
- Distribute and install new hardware, including but not limited to laptops, printers, and mobile devices.
- Assists with desktop and laptop imaging and installation as needed for both new hires and replacement systems.
- Receive and respond to personal computer help desk calls and emails, log computer problems, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level.
- Prepare and maintain documentation and standard operating procedures/checklists for end users.
- Create and run reports as requested.
- Monitor day-to-day operations of equipment and systems.
- Manages website development and access
- Creates system user accounts
- Perform other duties as assigned.

## **QUALIFICATIONS:**

To qualify for this position at the entrance level, a person must be a high school graduate or equivalent with a minimum of two years of general experience and one year of specialized experience equivalent to work at CL-24.

General experience is defined as knowledge of computer processes and capabilities; familiarity with hardware and software programs; general knowledge of routine office work and personal computing, including use of office equipment and typical office-related software applications; ability to follow detailed instructions and multitask; skill in organizing own work; ability to communicate technical information effectively both verbally and in writing to end users.

Specialized knowledge is defined as experience installing and troubleshooting Microsoft Windows 10/11, Outlook, Microsoft Office 365, and other commercial off-the-shelf software applications like Adobe Acrobat. Experience performing routine hardware maintenance and troubleshooting on computers, monitors, printers, scanners, etc. Basic understanding of audiovisual systems. Networking concepts and basic server administration. Basic understanding of PowerShell, Python, or other programming language is a plus but not required.

The successful candidate demonstrates proficiency with Microsoft Windows 10/11, Outlook, Microsoft Office 365, Zoom, iOS, Adobe Acrobat, familiarity with Windows Server 2019/2022, Active Directory Service, SharePoint and VNC Remote.

Education above the high school level may be substituted for required general experience on the basis of one academic year equals one year of general experience. Education may not be substituted for specialized experience because administrative court support positions require hands-on experience to be credited as specialized experience.

## **CONDITIONS OF EMPLOYMENT:**

Ability to work during non-business hours as required to complete urgent projects or prevent disruption to court proceedings or special events.

Ability to travel with reliable transportation to the divisional office located in Reading, Pennsylvania.

Ability to travel when required for training and/or court functions.

Ability to move and lift weights that are commensurate with the weight of equipment associated with the job duties.

The work in this position is primarily performed in an office setting and may be authorized for limited telework as per the court's policy and based on the needs of the office.

## **BENEFITS:**

Judiciary employees serve under excepted appointment (not civil service).

- Eleven (11) paid Federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS-FRAE)
- Optional participation in the Federal Employees Health Benefits (FEHB) Program
- Optional participation in the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Optional participation in the Federal Employees Group Life Insurance (FEGLI) Program
- Optional participation in the Flexible Benefit Program
- Optional participation in the Thrift Savings Plan
- Employee Assistance Program (wellness program)

- Virtual Learning, including the Judicial Online University
- Public Service Loan Forgiveness Program

#### **ADDITIONAL CONDITIONS OF EMPLOYMENT:**

Applicant must be United States citizens or eligible to work in the United States.

Employees are required to adhere to a Code of Ethics and Conduct for Judicial Employees, which is available to applicants for review upon request.

The selected candidate will be subject to a background check as a condition of employment with investigation every five years. Employment will be considered provisional until the background check is completed.

Mandatory Electronic Funds Transfer (EFT) participation for payroll direct deposit.

Employees of the United States Bankruptcy Court are Excepted Service Appointments. Excepted Service Appointments are at-will and can be terminated with or without cause by the court.

#### **APPLICATION PROCEDURES:**

Qualified applicants must submit the below documents in PDF format to the following email:

[PAEB\\_HR@paeb.uscourts.gov](mailto:PAEB_HR@paeb.uscourts.gov)

- 1) Cover letter
- 2) Resume detailing all relevant experience, education and skills.

If your application packet does not include all information requested, you may lose consideration for this position. Only applicants selected to proceed to the next phase of the selection process will be notified. Unsuccessful applicants will not receive notice. Applicants selected for interviews must travel at their own expense. Reimbursement for travel and/or relocation is not available. Please do not inquire about the status of your application. The U.S. Bankruptcy Court reserves the right to modify the conditions of this job announcement or withdraw the job announcement without prior notice.

**Eastern District of Pennsylvania Bankruptcy Court is an Equal Employment Opportunity Employer**