



Vacancy Announcement United States District Court Western District of Missouri

Position: Information Systems Technician II (2 openings)
Position Number: IT-030425
Location: **Kansas City, Missouri**
Grade/Range: CL 26 (\$54,718 - \$88,910)
Opening Date: March 4, 2025
Closing Date: Open till filled (preference for those received by 04/01/25)

Overview of Position

The United States District Court for the Western District of Missouri is accepting applications from qualified candidates for a full-time Information Systems Technician II position. This position is part of the consolidated Information Technology (IT) Department and will be in Kansas City, Missouri. The Information Systems Technician II position primarily provides level I and II IT support for the District and Bankruptcy Courts and the Probation and Pretrial Services Office. The position is also responsible for providing support and maintenance of courtroom audio/visual technology, sound systems and video conferencing systems.

This position reports directly to the IT Customer Service Manager and performs, but is not limited to, the following duties:

- Respond to IT support calls and emails, log issues, and provide timely resolutions for hardware and software problems.
- Diagnose and troubleshoot laptops, desktops, printers, scanners, phones, tablets, and other IT equipment.
- Support users with Windows 11, Office 365 applications, and system configurations.
- Work on help desk tickets, escalate unresolved issues, and ensure smooth IT operations.
- Install, configure, and maintain computer systems, applications, and peripherals.
- Assist with software rollouts, system upgrades, and patch deployments.
- Support Microsoft 365 environments, Remote Desktop and Virtual Desktop Interfaces (VDI).
- Provide technical support for courtroom audio/visual systems, video conferencing tools, and communication equipment.
- Troubleshoot network connectivity and Wi-Fi-related issues.
- Maintain a high level of professionalism when assisting judges, attorneys, and court personnel.
- Communicate technical solutions in a clear and understandable manner.

Qualifications

The candidate must possess a minimum of two years knowledge and experience providing end user IT support as outlined below. The ideal candidate will possess a two-year degree from an accredited college, university or technical school, or a combination of education and work experience in a related area or field.

- Experience in Active Directory, user account management and IT security best practices. Basic understanding of networking, Wi-Fi, and VoIP systems.
- Extensive experience in Windows OS 11, including MS Office 365, and other MS software suites.

- Demonstrated skills in performing routine hardware maintenance.
- Ability to implement, operate, and document information technology systems while addressing both hardware and software issues.
- Knowledge of commercial off-the-shelf (COTS) computer hardware and software programs.
- Ability to communicate technical information effectively, both orally and in writing, in a manner that end users can understand.
- Ability to interact professionally and appropriately with others, providing excellent customer service and resolving issues while adhering to regulations, rules, and procedures.
- Ability to work independently as well as collaboratively in a team environment.

Preferred Skills:

- Prior court experience.
- Experience with Courtroom podiums, Biamp systems, video conferencing systems.
- Courtroom audio/visual administration experience and remote access tools.
- IT certifications (e.g., CompTIA A+, Network+, Microsoft Certifications).
- Experience with PowerShell, HTML, or scripting languages.

Conditions of Employment

Selectee must pass a background check and be a United States citizen or meet Appropriations Act citizenship requirements for federal employment. (For non-U.S. citizens, please visit: https://help.usajobs.gov/index.php/Employment_of_Non-citizens)

Court employees must adhere to all Judicial Conference regulations, must follow the policies outlined in the Guide to Judicial Policy, and are bound by the ethical standards established by the Chief Judge and the Code of Conduct for Judicial Employees. The United States District and Bankruptcy Courts and Probation and Pretrial Services Office are part of the federal judiciary.

Benefits

The following benefits are available for this position:

- 11 Paid Holidays each calendar year
- Annual and Sick Leave
- Insurance Plans: Health, Dental, Vision, Life, Long-Term Care, Long-Term Disability and Flexible Spending Accounts
- Thrift Savings Plan (401k) (with up to 5% employer matching contributions)

Application Procedure

Qualified applicants **must submit all the following documents** or they will not be considered:

- A cover letter;
- Your detailed resume;
- Completed AO-78 Application for Judicial Branch Federal Employment ([Application for Judicial Branch Federal Employment](#)); and
- Contact information for three professional references

Materials should be submitted to:

Michele Nelson, WDMO
Email: Michele_Nelson@mow.uscourts.gov