

**UNITED STATES COURT OF APPEALS
ELEVENTH CIRCUIT**

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| Position Title: | Information Technology Technician II |
| Location: | Atlanta, Georgia (On-site) |
| Opening Date: | August 12, 2025 |
| Closing Date: | September 9, 2025 (or until filled) |
| Annual Salary Range (CL-25): | \$51,701 - \$84,010 Starting salary dependent upon qualifications, experience, and court funds. |

The Circuit Executive's Office of the United States Court of Appeals for the Eleventh Circuit has a position open for an **Information Technology Technician II**. Applications are being accepted through **September 9, 2025**, or until the position is filled. This is an on-site position located in Atlanta, Georgia.

A cover letter addressed to Cheryl Vessels, Assistant Circuit Executive for Human Resources, and resume detailing background, experience, and qualifications should be emailed **in one single PDF attachment** to human_resources@ca11.uscourts.gov. Please indicate "Information Technology Technician" in the subject line.

The selected candidate will be subject to a mandatory background investigation as a condition of employment.

Reimbursement for expenses associated with interview(s) and/or relocation is not available.

POSITION SUMMARY: The Information Technology Technician II will report to the PC Systems Manager with reviews also conducted by the Assistant Circuit Executive for Information Technology. This position will perform help desk, technical, and end-user support activities in chambers and all court units of the circuit court (Atlanta headquarters and remote locations in Alabama, Florida, and Georgia). They will perform all IT support services necessary to assist local end users in the performance of their jobs. The work involves routine to complex troubleshooting for hardware and software systems. This position will help prepare and maintain documentation for local programs and processes.

DUTIES AND RESPONSIBILITIES: Duties performed by the Information Technology Technician II include, but are not limited to: handling and logging support calls for the IT help desk; performing routine hardware and software troubleshooting; assisting with office and chambers moves by moving and reconnecting equipment in new locations; providing support of user applications including Microsoft Windows, Microsoft Office (Office 365), Adobe Acrobat, and computer hardware and software; loading, installing, or assisting in the installation of hardware and peripheral components such as desktops, laptops, mobile devices, monitors, keyboards, printers, and disk drives; maintaining computer security resources on all workstations, including antivirus and firewall systems; in advance of oral arguments, working with the IT Specialist and Courtroom Deputy to ensure courtroom and chambers equipment evaluations and connectivity preparations have been completed; preparing clear and effective written instructions for users and IT staff; training users on computer hardware and software; inspecting personal computer equipment; coordinating the repair and/or replacement of computer equipment such as computers, desktop printers, Ricoh multifunction printers, scanners, and fax machines; providing first-level support for

the operation, programming, and testing of portable videoconferencing equipment and audio-visual equipment in the court's meeting rooms and courtrooms; providing regular support for audio-visual systems, including installation, support, maintenance, troubleshooting, and repair; assisting with videoconferencing and teleconferencing as required; carrying a court-issued cell phone and being available to respond to customer issues through the help desk phone number and email address; participating in after-hour duty phone support when scheduled; and traveling within the Eleventh Circuit (Alabama, Florida, Georgia) and to remote sites as needed to provide IT support.

REQUIRED QUALIFICATIONS:

- A minimum of two years of experience with troubleshooting, repairing, and installing IT hardware and software.
- Knowledge of and skill in using current information technology applications.
- Thorough knowledge of computer processes and hardware/software capabilities, including desktop operating systems and common desktop applications.
- Knowledge of word processing software and ability to adapt it to local needs.
- Familiarity with Adobe and Microsoft Office products: Word, Excel, PowerPoint, Publisher, Teams, and Acrobat.
- Skill and ability to perform routine software and hardware maintenance and troubleshooting.
- Ability to communicate technical information effectively (orally and in writing) to end users.
- Excellent organizational, verbal, and written communication skills. Many user interactions are with remote users with varying technological skills.
- Ability to work independently and/or with minimal supervision.
- Ability to exercise good judgment regarding proper business attire.
- Ability to comply with the *Code of Conduct for Judiciary Employees* and court confidentiality requirements.
- Ability to travel as needed.
- Ability to lift and move equipment up to 50 pounds is required.

PREFERRED QUALIFICATIONS AND SKILLS:

- An associate degree or higher from an accredited college or university.
- Skill in training and/or instructing court personnel in relevant hardware and software programs.
- Ability to build and maintain hardware images and build antivirus and other security concerns on the desktop.

CONDITIONS OF EMPLOYMENT: Applicants must be United States citizens or eligible to work for the federal government. All applicant information is subject to verification. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. Selectees to high-sensitive positions such as this must successfully complete a ten-year background investigation, and subsequent favorable suitability determination, and every five years thereafter will be subject to a re-investigation. It is the policy of this court that all new personnel are hired for a twelve-month initial probationary period, at the end of which time their work and progress will be evaluated. All court employees are required to adhere to the [*Code of Conduct for Judicial Employees*](#). Employees of the United States Circuit Court are considered "at-will" employees, and, as such, may be terminated with or without cause. The Office of Personnel Management civil service position classification standards and appeal procedures do not apply to federal court employees. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

THE UNITED STATES COURTS ARE EQUAL OPPORTUNITY EMPLOYERS

EMPLOYEE BENEFITS

Employees of the United States Courts are entitled to the same benefits as other federal government employees. They are not part of the Civil Service system, however. Some of the benefits of federal service are:

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| PAID VACATIONS | From 13 to 26 days per year depending on length of federal service. |
| PAID HOLIDAYS | 11 days per year. |
| SICK LEAVE | 13 days per year. |
| HEALTH INSURANCE | Employees may participate in the Federal Employees Health Benefits Program (FEHBP) and may choose from plans provided by several insurers. The government contributes up to 75% of the premium, depending on the plan selected. |
| DENTAL/VISION INSURANCE | Employees may participate in the Federal Employees Dental and Vision Insurance Program (FEDVIP), which is a supplemental insurance program. Premiums are paid in full by the employee, however, the premium is deducted on a pre-tax basis. |
| LIFE INSURANCE | Employees may participate in the Federal Employees Group Life Insurance Program (FEGLI). |
| FLEXIBLE BENEFITS | Employees may participate in the Federal Judiciary Flexible Benefits Program which includes (1) a Flexible Spending Account which allows employees to set aside pre-tax money to cover certain health care and dependent care expenses, and (2) a Premium Payment Plan which offers employees the choice of having health insurance premiums deducted from their pay either pre-taxes or after-taxes. |
| LONG-TERM CARE INSURANCE | Employees may participate in the Federal Judiciary Group Long-Term Care Program which covers such benefits as community-based care, nursing home care, hospice care, and caregiver benefit. Spouses, parents, parents-in-law, grandparents, and grandparents-in-law are also eligible. |
| WITHIN-LEVEL SALARY INCREASES | Within each salary classification level there are 61 “steps.” Based upon performance, employees within the Developmental Range (steps 1-24) are eligible for step increases every 13 pay periods and employees within the Full Performance Range (steps 25-61) are eligible for step increases annually. |
| TIME IN SERVICE | Time in service with other federal agencies and prior military service is credited for the purpose of computing employee leave and retirement benefits. |
| RETIREMENT | Newly hired employees contribute 12.05% of their salary toward a retirement plan under the Federal Employees Retirement System, to which the government also contributes. Of that 12.05%, 6.2% goes to social security, 1.45% goes to Medicare, and 4.4% goes to the FERS Basic Benefit Plan. Employees may also participate in a voluntary tax-deferred Thrift Savings Plan [similar to “401(k)” plans]. Benefits are generally available upon retirement at age 60 with 20 years of service or at an earlier age with 30 years of service. Reduced benefits may be available with fewer years of service. Specific details are available upon request. |
| PUBLIC SERVICE LOAN FORGIVENESS EMPLOYEES | Available for those that qualify for forgiveness of the remaining balance due on their eligible federal student loans while employed full time. |
| EMPLOYEE ASSISTANCE PROGRAM (EAP) AND WORK/LIFE SERVICES PROGRAM | <p>EAP offers Judiciary employees, and their family members free counseling services, financial assistance, and basic legal services. These services are confidential and are provided by licensed professionals.</p> <p>The Work/Life Services Program (WorkLife4You) offers Judiciary employees, and their family members expert guidance, educational information, personalized referrals, and access to a vast array of interactive tools to assist with managing daily responsibilities and life events.</p> |