

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



POSITION VACANCY ANNOUNCEMENT

<u>Vacancy #:</u>	CAFC 25-12
<u>Closing Date:</u>	Open until filled
<u>Position Title:</u>	Information Technology Support Specialist More than one position may be filled.
<u>Grade/Salary:</u>	CL 25 – CL 28 (\$55,940 - \$131,826) Salary determined by qualifications and experience as outlined below.
<u>Position Location:</u>	U.S. Court of Appeals for the Federal Circuit 717 Madison Place NW, Washington, DC 20439

About the Court

The United States Court of Appeals for the Federal Circuit (CAFC) is unique among the thirteen Circuit Courts of Appeal. It has nationwide jurisdiction in a variety of subject areas, including international trade, government contracts, patents, trademarks, certain money claims against the United States government, federal personnel, veterans' benefits, and public safety officers' benefits claims. For additional information about our court please visit our [public website](#).

Position Overview

The U.S. Court of Appeals for the Federal Circuit is seeking an Information Technology Support Specialist to join the Information Technology Office (ITO). The Information Technology Support Specialist reports directly to the IT Support Manager. The incumbent provides technical support to judges, chambers staff, and court staff in the areas of installing, configuring, troubleshooting, and repairing IT hardware and software applications, O365 administration, server and network support, and telecommunication systems support for VoIP and cellular phones. The Information Technology Support Specialist supports major national systems, off-the-shelf software applications, and systems developed and/or customized for local use. The incumbent is also responsible for training judges and court personnel in the use of automated systems and provides support for courtroom technology systems.

Representative duties are intended to illustrate the major duties and responsibilities that are performed by this position. Representative duties may be adjusted, and additional duties may be added, based on the operational needs of the court. Responsibilities may include but are not limited to:

- **End User Support and Service Delivery:** Monitor and support day-to-day operations of IT equipment, cloud services, and hybrid infrastructure systems. Provide technical advice and expert assistance in solving complex computer system problems across on-premises and cloud environments. Troubleshoot and resolve technical hardware, software, and connectivity issues including Microsoft 365 applications, virtual desktop infrastructure, and remote access solutions.

Install, configure, and maintain hardware, cloud-based national judiciary systems, commercial software applications, and locally developed solutions. Provide comprehensive user support and training to judicial officers and court staff on IT systems, including video conferencing platforms for remote proceedings. Manage help desk operations through modern ticketing systems, responding to service requests via multiple channels. Support mobile computing devices through enterprise mobility management platforms, implement multi-factor authentication, and maintain secure remote access solutions. Maintain telecommunications infrastructure including VoIP systems, unified communications, and cellular devices. Design, implement, and troubleshoot wireless networks and cabling infrastructure throughout court facilities. Provide emergency after-hours and off-site end-user technical support and assistance as needed.

- **Technology Planning and Administration:** Advise and recommend to the IT Support Manager technology strategies, emerging requirements, and capabilities including anticipation of future needs and proactive problem resolution. Contribute to development and implementation of short- and long-range technology improvement plans aligned with court strategic objectives. Coordinate deployment of application updates, security patches, and system upgrades across the enterprise. Develop and recommend policies, standards, and procedures for technology adoption, implementation, and lifecycle management. Create and maintain comprehensive technical documentation, standard operating procedures, knowledge base articles, and training materials for end users and technical staff. Serve as subject matter expert for courtroom technology including digital audio/video recording systems, evidence presentation equipment, and remote testimony platforms. Participate in technology governance committees and contribute to decision-making processes affecting court-wide systems.
- **Technology Asset Lifecycle Management.** Receive, configure, and distribute new hardware in accordance with the court's cyclical preplacement policy. Collaborate with the IT Support Manager to assess and identify hardware, software, and cloud service requirements based on business needs and technology trends. Manage IT procurement processes including vendor research, cost analysis, and purchase recommendations. Maintain accurate inventory of all IT assets using automated asset management systems, ensuring compliance with judiciary property management regulations. Track and report all inventory transactions including additions, transfers, modifications, and disposals to appropriate custodial officers. Coordinate receipt, configuration, imaging, and deployment of new equipment according to established refresh cycles and standards. Oversee secure data destruction and responsible disposal of retired technology assets.
- **Infrastructure and Systems Support.** Assist network administration team with design, installation, configuration, and maintenance of network infrastructure including switches, routers, firewalls, and wireless access points. Manage user accounts and permissions in Microsoft Active Directory, Azure Active Directory, and hybrid identity environments following zero-trust security principles. Configure and maintain network security controls including VLANs, access control lists, and network segmentation policies. Monitor network performance using management tools to identify and resolve bottlenecks, optimize bandwidth utilization, and ensure service availability. Implement and test disaster recovery procedures, backup systems, and business continuity solutions. Serve as backup network administrator during absences, maintaining full operational capability. Document network configurations, maintain accurate topology diagrams, and update emergency response procedures.
- **Cybersecurity and Risk Management:** Support Court Information Security Services in implementing comprehensive cybersecurity controls and maintaining defense-in-depth strategies. Monitor systems for security threats, vulnerabilities, and anomalous activities using security information and event management (SIEM) tools. Assist in conducting regular security awareness training, phishing simulations, and tabletop exercises for court personnel. Manage privileged access controls, service accounts, and administrative permissions following principle of least privilege. Support incident response activities including threat containment, evidence preservation, and remediation efforts. Maintain compliance with judiciary information security requirements, conduct

periodic access reviews, and support security audits. Implement data loss prevention policies, encryption standards, and secure communication protocols.

- **Innovation and Development:** Actively engage with federal judiciary IT community through participation in working groups, user forums, and collaborative initiatives. Attend national judiciary conferences, training programs, and certification courses to maintain current technical expertise. Research and evaluate emerging technologies including artificial intelligence, automation tools, and innovative solutions applicable to court operations. Share knowledge and best practices through presentations, documentation, and mentoring of team members. Pursue and maintain relevant industry certifications such as CompTIA Security+, Microsoft Azure Administrator, or ITIL Foundation. Contribute to local and national judiciary technology initiatives and pilot programs.
- **General Responsibilities:** Communicate clearly and effectively, both orally and in writing, to explain complex matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing quality customer service and resolving difficulties efficiently while complying with regulations, rules, and procedures. Comply with the Guide to Judiciary Policy, applicable Administrative Office policies and procedures, internal controls guidelines, and all local policies and procedures. Abide by the Code of Conduct for Judicial Employees and court confidentiality requirements. Demonstrate sound ethics and good judgment at all times. Display a careful and deliberate approach in handling confidential information in a variety of contexts.

Required Qualifications

Education

At a minimum, candidates must possess a high school diploma or equivalent.

Specialized Experience

Entry Level

- **CL 25 (\$55,940 - \$90,898):** Candidates must possess a high school diploma (or equivalency) and a minimum of one (1) year of specialized experience providing progressively responsible technical support in the information technology field equivalent to the CL-24 (GS 8) OR a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below.
- **CL 26 (\$61,603 – \$100,097):** Candidates must possess a minimum of two (2) years of specialized experience providing progressively responsible technical support in the information technology field. One year of specialized experience may be substituted by a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below. At least one year of specialized experience must have been at or equivalent to the CL-25 (GS 9).

Experienced Level

- **CL 27 (\$67,660 - \$110,012):** Candidates must possess a minimum of three (3) years of specialized experience providing progressively responsible technical support in the information technology field. One year of specialized experience may be substituted by a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below. At least one year of specialized experience must have been at or equivalent to the CL-26 (GS 10).
- **CL 28 (\$81,117 – \$131,826):** Candidates must possess a minimum of four (4) years of specialized experience providing progressively responsible technical support in the information

technology field. One year of specialized experience may be substituted by a bachelor's degree in computer science, information systems, or a related field from an accredited college or university and superior academic achievement as listed below. At least two years of specialized experience must have been at or equivalent to the CL-27 (GS 11).

Superior Academic Achievement

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0; AND/OR
- Standing in the upper third of the class; AND/OR
- "3.5" average or better in the major field of study, such as Computer Science or a related field that would prepare a candidate well to perform in this position; AND/OR
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study at an accredited college or university. A degree program in computer science, information systems, or a related field is preferred.

Required Competencies

- Strong customer service skills
- Excellent written and verbal communication skills
- Ability to function as a team player in a fast-paced, team-oriented office environment
- Possess a demeanor and appearance appropriate for a professional office environment
- Proficiency with Windows desktops in a networked environment
- Proficiency with Microsoft 365 applications (including Word, Outlook, Excel and Teams)
- Ability to install, configure, update, and troubleshoot computer hardware and peripherals (including cell phones and tablets)
- Knowledge of IT security best practices and the ability to understand and follow IT security policies and procedures
- Ability to up lift 50+ pounds of IT equipment

Preferred Qualifications

- Experience with Microsoft Entra ID
- Experience with Microsoft Intune
- Experience installing and configuring A/V systems (including troubleshooting)
- Experience using Microsoft SharePoint
- Experience with VoIP phone systems
- Experience with configuring devices for remote access over a VPN
- IT certifications
- Experience using servers and desktops in a virtualized environment

Application Process

To be considered, application packages must be complete and submitted using the provided online application system which is accessible by following the link below. Complete packages must include:

1. Cover letter of no more than two pages, wherein the applicant describes the knowledge, skills, abilities, and or experience that would make her/him well qualified to fill this position

2. Résumé outlining educational background, employment history, and other relevant information.
3. Academic transcripts for education substitutions ONLY.
4. Completion of the online AO-78, Federal Judicial Branch Application for Employment.
5. Completion of the online testing modules.

Once you have the cover letter, résumé, and academic transcripts (if required) (items 1, 2, and 3 above) readily accessible in PDF format, follow the link below to submit your files and complete the online AO-78 and online tests (items 4 and 5 above): <https://www.ondemandassessment.com/link/index/JB-O1B81F735?u=1142493>

Applicants who require an exception to the online application may contact Human Resources to request an alternate method using the following email: hr@cafc.uscourts.gov. Applications submitted to this email address will not be reviewed or considered.

Benefits Information

The candidate selected for this position will be eligible for a generous federal employee benefits package which includes:

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits plans (health, dental and vision); Federal Employees Group Life Insurance; Flexible Benefits Program.
- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP).
- Participation in the Federal Employees Retirement System (FERS). Optional participation in Thrift Savings Plan (up to 5% employer matched contributions).
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.
- For more benefit information visit the [Judiciary's Benefits Page](#).

Additional Information

Only those applicants selected for an interview will be contacted and must travel at their own expense if an on-site interview is necessary. The court reserves the right to modify the conditions of this announcement, commence interviews immediately, withdraw the announcement, or fill the position at any time, any of which actions may occur without notice.

The position will report to downtown Washington, DC; however, limited telework may be available on an ad hoc basis and/or according to agency policy. Employees of the United States Court of Appeals for the Federal Circuit are excepted service, at-will appointments. Federal government civil service classifications or regulations do not apply. All offers of employment are provisional pending successful completion of a background check or investigation and a favorable employment suitability determination. Initial and continued appointment in this position is conditioned on a favorable moderate risk, five-year background investigation (renewed every five years). An unfavorable investigation at any point during employment may lead to removal. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Must be a U. S. citizen or eligible to work in the United States. Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). Under 8 U.S.C. § 1324b(a)(3)(B), a lawful permanent resident seeking citizenship may not apply for citizenship until he or she has been a permanent resident for at least five years (three years if seeking naturalization as a spouse of a citizen), at which point he or she must apply for citizenship within six months of becoming eligible and must complete the process within two years of applying (unless there is a delay caused by the processors of the application). Non-citizens who have not been permanent residents for five years will be required to execute an affidavit that they intend to apply for citizenship when they become eligible to do so.

The U.S. Court of Appeals for the Federal Circuit is an Equal Opportunity Employer.