

UNITED STATES COURT OF APPEALS FOR THE FEDERAL CIRCUIT



VACANCY ANNOUNCEMENT

<u>Position Title:</u>	Courtroom Technology Specialist
<u>Vacancy #:</u>	CAFC-26-17
<u>Closing Date:</u>	Open Until Filled
<u>Grade/Salary:</u>	CL 25 (\$56,478 – \$91,839) CL 26 (\$62,212 – \$101,109) Promotion up to the CL 27 may occur without further posting or competition. Salary determined by qualifications and experience as outlined below under "Required Qualifications"
<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 Courtroom Technology Specialist performs complex systems work related to the design, planning, setup, programming, and maintenance of courtroom technology, video conferencing equipment, electronic presentation systems, audio streaming, and all other sound system equipment and end-user devices. The incumbent is responsible for developing technology standards, recommending system upgrades, and providing high-level, long-term analysis of the court's information technology systems, as well as providing technical/helpdesk support for end users as needed. The Courtroom Technology Specialist is a member of the Court's Information Technology Office, reports to the IT Support Manager, and is expected to participate in ongoing training and professional development. The position may require lifting and moving moderately heavy items, such as computers and audiovisual equipment. Performing duties during non-business hours will be required.

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 of the Courtroom Technology Specialist may include but will not be limited to:

- **Technical Support.** Coordinates courtroom support activities, including audio and video components within the courtroom environment. Duties may include installing, supporting, and troubleshooting audiovisual equipment in court. Such systems include AV streamers, sound systems, and audio recording equipment. Programs Crestron control systems. Maintains working knowledge of digital recording equipment, mixers, microphones, and amplifiers. Responds to help desk calls and emails,

and logs tickets into the IT ticketing system. Provides technical support and assistance, including physical hardware/software setup, configuration, and troubleshooting in a Microsoft Windows environment. Assists the helpdesk staff in troubleshooting and fixing technical hardware and software issues. Assists in the installation and maintenance of hardware, new and/or revised releases of national systems, and commercial off-the-shelf software.

- **Courtroom Technology Administration.** Provides training on the use of technology equipment in the courtroom. Provides instruction, procedural guides, and training documentation to court staff on technology techniques, applications, and equipment utilization. Coordinates video and teleconferences for the court. This may involve scheduling, troubleshooting, setting up equipment, initiating calls, and staying on hand to monitor equipment. Maintains contact with other Courtroom Technology Specialists throughout the Judiciary to stay knowledgeable of developments, techniques, and user programs. Recommends standard policies and procedures pertaining to the introduction and utilization of new courtroom technology and equipment. Tests and evaluates new technology prior to application in the courtroom environment.
- **Property Management.** Provides quality control in the sustainment and maintenance of all courtroom technology. Performs inventory control duties for IT equipment and supplies. Reports inventory additions, moves, and changes to the court's custodial officer and assists with the completion of physical inventory sightings of IT equipment. Assists with the procurement and accountability of all technology equipment. Assists with the development and eventual implementation of short- and long-range technological improvements.
- **Professional Development** – Participates in local and national conferences and gatherings to support continued professional development, as well as to share and learn ways of improving technology applications for federal courts. Collaborates with ITO staff to identify and develop technology solutions that meet the specific needs of the court and its users. Assists with the preparation and maintenance of IT documentation, standard operating procedures, and checklists for end users and other technicians.
- **General Responsibilities.** Communicate and respond to judges, chambers staff, and management requests regarding circuit courtroom technology, policies, and procedures. Communicate clearly and effectively, both orally and in writing, to explain complex technological matters and concepts to individuals and groups with varying experience and backgrounds. Interact effectively with the public and staff, providing good customer and quality service and resolving issues efficiently while complying with regulations, rules, and procedures. Develop, implement, and maintain written procedures for assigned functions. 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

Candidates must, at minimum, possess a high school diploma or equivalent.

Specialized Experience

- **CL 25 (\$56,478 - \$91,983):** Entry-level position. Candidates must possess at least one (1) year of specialized experience that provided the opportunity to acquire knowledge of rules, regulations, and terminology in the functional areas of audiovisual or technical support in the information technology field. Alternatively, candidates may qualify by completing a bachelor's degree in audiovisual technology, digital media, computer science, or other related field from an accredited college or university and superior academic achievement as listed below.

- **CL 26 (\$62,212 – \$101,109):** Candidates must possess at least two (2) years of progressively responsible specialized experience that provided that provided the opportunity to acquire knowledge of rules, regulations, and terminology in the functional areas of audiovisual or technical support in the information technology field. One year of specialized experience may be substituted by a bachelor's degree in audiovisual technology, digital media, computer science, or other related field from an accredited college or university and superior academic achievement as listed below.

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 in audiovisual technology, digital media, 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 audiovisual technology, digital media, computer science, or a related field is preferred.

Required Competencies

- Strong customer service skills
- Excellent written and verbal communication skills
- Ability to work independently and to set priorities across multiple assignments, as well as to work cooperatively in a team environment
- Proficiency with Windows desktops in a networked environment
- Ability to install, configure, update, and troubleshoot computer hardware and peripherals
- Knowledge of IT security best practices and ability to understand and follow IT security policies and procedures
- Ability to up lift 50+ pounds of IT equipment
- Knowledge of and experience with Microsoft 365 Applications

Preferred Qualifications

- Familiarity with the design, installation, configuration, administration, and maintenance of AV systems
- Experience programming Crestron and Extron systems
- Certified Technology Specialist (CTS) or similar certification
- Experience using Microsoft SharePoint
- Familiarity with VOIP phone systems
- Experience with configuring devices for remote access over a VPN
- Experience with configuring and managing the differences among multiple web browsers (i.e., Internet Explorer, Chrome, and Firefox)
- Prior experience in federal judiciary IT operations

Application Process and Information

To be considered application packages must include:

1. Cover letter (no more than two pages) describing the knowledge, skills, abilities, and/or experience that qualify the applicant for this position.
2. Résumé outlining educational background, employment history, and other relevant information.
3. Academic transcripts for educational substitution **ONLY**
4. Completed online AO-78, Federal Judicial Branch Application for Employment.
5. Completion of the online testing modules.

Once your cover letter, résumé, and academic transcripts (if required) (items 1-3) are ready in PDF format, use the link below to submit your files, complete the online AO-78 (item 4), and complete the online testing modules (item 5): <https://www.ondemandassessment.com/o/JB-A3IUEVC7N/landing?u=116354>

Applicants who require an exception to the online application process may contact Human Resources at hr@cafc.uscourts.gov. **Please note: applications submitted directly to this email address will not be reviewed.**

Benefits Information

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

- Paid vacation and sick leave, paid parental leave, and 11 paid federal holidays per year.
- Optional participation in Federal Employees Health Benefits (health, dental and vision), Federal Employees Group Life Insurance, and the 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 terms 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. For in-person interviews, candidates must travel at their own expense. 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; 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 appointees. Federal 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. This position is subject to Electronic Funds Transfer (EFT) for payroll deposit.

Applicants must be a U.S. citizen or otherwise eligible to work in the United States. Non-citizens may be interviewed and considered but will receive employment offers only if they qualify under an exception in 8 U.S.C. § 1324b(a)(3)(B). Under that provision, a lawful permanent resident seeking citizenship may not apply until having held permanent resident status for at least five years (three years if seeking naturalization as the spouse of a U.S. citizen); once eligible, the individual must apply for citizenship within six months and complete the process within two years of applying (absent delays caused by application processors). Non-citizens who have not held permanent resident status for five years must execute an affidavit affirming their intent to apply for citizenship once eligible.