

# UNITED STATES COURTS FIFTH JUDICIAL CIRCUIT



<b>Position Title:</b>	<b>IT Support Specialist I                      Announcement 2025-06</b>
<b>Location:</b>	<b>Office of the Circuit Executive, Fifth Circuit Duty Station in New Orleans, Louisiana</b>
<b>Salary Range/Grade:</b>	<b>\$59,133 - \$96,147 (CL-27 with promotion potential to IT Support Specialist II at CL-28)</b>
<b>Closing Date:</b>	<b>Position open until filled. Applications received by March 17, 2025, will receive priority consideration. More than one position may be filled from this recruitment.</b>

## **Overview:**

The Office of the Circuit Executive for the Fifth Circuit is accepting applications for a IT Support Specialist I. The Fifth Circuit is composed of the federal courts and federal public defender organizations in Texas, Louisiana, and Mississippi, and is the second largest circuit in the federal system. The IT department for the Court of Appeals is located in the Circuit Executive's Office in New Orleans and is staffed with highly skilled and experienced professionals. The department utilizes the latest technologies and a team-based approach to provide a superior level of service to judiciary personnel.

## **Position Summary:**

The incumbent reports to the IT Support Supervisor and provides technical and end-user support to judges' chambers and court units of the Fifth Circuit Court of Appeals. The incumbent supports all end-user software and hardware, including, but not limited to, laptops, PCs, thin clients, virtual desktops, printers, MFPs/copiers, wired and wireless telephones, and audio/video conference equipment.

## **Duties:**

Provides first-call response to all users with IT related issues.

Responds to requests by all judges' chambers and court units requiring assistance in the use of software and hardware.

Acts as the technical expert in solving computer system problems by analyzing system failures to identify the nature and source of the failure and takes corrective action.

Assists in developing creative solutions to address new operational requirements and enhance the overall effectiveness and efficiency of systems and personnel in the court.

Assists with the administration of the day-to-day operations and support of computer systems, networks, and other major systems to ensure reliable and effective operations.

Establishes and maintains contact with other court IT support personnel at different locations to stay knowledgeable of developments, techniques, and user applications.

Assists in evaluating current automated office functions and makes recommendations on technical and operational changes or enhancements to existing system configurations, usage, and procedures.

Assists in the research and procurement of new equipment and software packages.

Coordinates the repair of hardware in satellite judges' chambers and offices.

Installs and tests new and revised releases of national and commercial applications and systems.

**Environment:**

The Fifth Circuit Court of Appeals currently uses the following hardware platforms and software applications:

- Windows 10/11
- Windows Server
- Apple Devices
- Microsoft 365
- Remote Support Software
- KACE
- PDQ
- Workspace ONE
- VoIP Phone System
- VTC equipment
- Zoom for Government
- Numerous off-the-shelf software and in-house database applications

**Requirements:**

The position requires a bachelor's degree, preferably in computer science or a related field, or equivalent experience and at least two years specialized experience with demonstrated computer support skills applicable to the duties described above, including, but not limited to:

- Detailed, current, and comprehensive knowledge of PC software and hardware;
- Superior diagnostic and analytical competence;
- Ability to communicate effectively with others, both orally and in writing;
- Capacity to work harmoniously with others, both technical and non-technical;
- Ability to travel overnight occasionally.

**Preferred Skills:**

Extensive experience using, configuring, deploying, and supporting the following Microsoft applications in an enterprise environment is highly desired:

- Outlook
- Office 365
- OneDrive
- OneNote
- SharePoint Online
- Teams

Also:

- Knowledge of cybersecurity best practices and concepts
- Ability to read, analyze, and create PowerShell scripts
- Familiarity with Active Directory and Group Policies
- Workstation imaging experience
- Strong writing skills and ability to develop user documentation

**Application Procedure:**

Qualified applicants submit a cover letter, résumé, and form AO 78 via email (as a **single PDF**) to: [vacancy@ca5.uscourts.gov](mailto:vacancy@ca5.uscourts.gov) *The AO78 Federal Judicial Branch Application for Employment can be obtained from the Fifth Circuit's Website, [www.ca5.uscourts.gov](http://www.ca5.uscourts.gov).*

**Information for Applicants:**

- Only qualified applicants who submit complete applications will be considered for this position.
- Candidates selected for an interview will be administered a technical skills test and writing exercise.
- Applicants must be United States citizens or [otherwise eligible to work in the federal court system](#).
- The court provides reasonable accommodations to applicants with disabilities.
- Funding is not available to support interviewee travel or relocation expenses.

- A background investigation, including fingerprint and records check, will be conducted as a condition of employment.
- All employees of the Judiciary are “at will” employees in the excepted service.
- The position is subject to mandatory electronic funds transfer for payment of salary.
- The court reserves the right to modify the conditions of this job announcement, withdraw the job announcement, or fill the position, any of which actions may occur without any prior written or other notice.
- The United States Courts, Fifth Judicial Circuit, is an Equal Opportunity Employer.

## **Benefits**

The [fringe benefits](#) offered to employees of the United States Courts include:

- 13 days paid annual leave per year for the first three years of service.
- 20 days paid annual leave per year after three years of service.
- 26 days paid annual leave per year after 15 years of service.
- 13 days paid sick leave per year.
- 11 paid holidays per year, plus Mardi Gras day.
- Choice of medical, dental, and vision coverage from a wide variety of plans.
- Life, long-term disability, and long-term care insurance options.
- Participation in the Federal Employees Retirement System.
- Participation in the Thrift Savings Plan (similar to 401(k), with matching up to 5% of pay).
- Pre-tax flexible spending accounts (medical and dependent care).
- Transit/Parking subsidy (subject to the availability of funds).
- Eligible employer for Public Service Loan Forgiveness Program.