



**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF PENNSYLVANIA**

www.paed.uscourts.gov

VACANCY ANNOUNCEMENT

POSITION TITLE: Information Technology Technician
(Full-Time, Permanent)

VACANCY NUMBER: 26-01 (I/E)

LOCATION: Philadelphia, Pennsylvania

SALARY RANGE: CL-24 (\$49,256 - \$80,059)
CL-25 (\$54,391 - \$88,445)
(salary commensurate with experience; if hired at CL-24, promotion to the next grade exists without further competition, based upon performance, budget, and discretion of the CUE)

POSTING DATE: February 2, 2026

CLOSING DATE: Open until filled

POSITION OVERVIEW

The United States District Court for the Eastern District of Pennsylvania is seeking qualified applicants for position of **Information Technology Technician**. The Information Technology Technician provides administrative and technical support across a broad range of IT functions, including hardware and software management, network support, asset and inventory tracking, and end-user services. A substantial portion of this role involves providing frontline IT Help Desk support, serving as a primary point of contact for technical assistance and troubleshooting for both technical and non-technical users. The successful candidate must demonstrate strong customer service skills and the ability to communicate technical information clearly and professionally. This position reports to the IT Supervisor and works collaboratively with other members of the Information Technology team to ensure efficient, reliable, and well-documented IT operations. The hired candidate will be tracked through industry standard certifications in the A+, Network+, and Security+ concentrations over their first 36 months.

The position is in the Clerk's Office of the U.S. District Court in Philadelphia; occasional travel within the district may be required. Telework opportunities within a hybrid work environment are available.

REPRESENTATIVE DUTIES

- Configures, installs, and supports mobile and PC-based hardware and software; installs and supports computer peripherals such as monitors, printers, scanners, web-cameras, and multi-function devices.
- Responds to incoming telephone, voicemail, e-mail, and in-person requests for assistance and resolves problems with hardware, software, networking, and other computer related technologies.
- Actively engages in evaluation, testing, and implementation of new operating systems, off-the-shelf software, and end-user hardware in a virtual and physical environment.
- Maintains hardware and software via installation of firmware and software updates and patches.
- Implements and maintains computer security measures and reporting.
- Support IT asset management by receiving equipment into inventory systems, maintaining accurate asset records, and conducting regular inventory audits.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

- One year of specialized experience
- Specialized experience is defined as progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to perform the position's duties successfully and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

- Excellent interpersonal skills. Ability to exercise sound ethics and mature judgment and interact professionally and tactfully with a wide variety of persons.
- Experience with PC installation, repair, upgrades, and troubleshooting, including administration and support of Microsoft Windows 10 and 11 and the Microsoft Office suite.
- Ability to communicate technical information clearly and effectively, both verbally and in writing, to non-technical end users.
- Proven ability to manage multiple priorities and projects with minimal supervision.
- Demonstrated ability to work collaboratively and professionally in a team-oriented environment.
- Demonstrated commitment to performing excellent customer service.

PREFERRED QUALIFICATIONS:

- A bachelor's degree in computer science, MIS, or related field.
- Hands-on experience with configuring, imaging, and installing various computer workstations and peripherals.
- Experience providing high-quality end-user support to a large user population in a fast-paced, technically diverse environment.
- Strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked environment.
- Hands-on experience administering physical and virtual systems, applications, and related IT infrastructure systems.
- Familiarity with business-grade technologies and concepts such as Adobe Acrobat, computer imaging, Windows Server, Microsoft Active Directory, Microsoft Office 365, Microsoft Teams, PDQ Deploy, PDQ Inventory, risk assessment and mitigation, and virtualization platforms.
- Experience with basic networking concepts, or a demonstrated interest in learning networking fundamentals.
- Experience ensuring 24/7 availability of mission critical systems.

CONDITIONS OF EMPLOYMENT

Employees of the Court are excepted service appointments, considered "at-will" and can be terminated with or without cause. The selected candidate will be subject to a one-year probationary period, contingent upon satisfactory completion of training and overall performance in the position. All judiciary employees are required to adhere to the Judicial Code of Conduct. U.S. Citizenship required. The final candidate will be subject to a background check, which includes fingerprinting, and will be hired provisionally pending favorable suitability determination. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

BENEFITS

Employees of the United States District Court are entitled to federal benefits including health insurance, vision and dental insurance, life insurance, long-term care insurance, flexible spending accounts, retirement benefits, participation in Thrift Savings Plan (similar to a 401K plan), paid federal holidays, and paid annual and sick leave. To learn more about the Judiciary's benefits:

<https://www.uscourts.gov/careers/benefits>

INFORMATION FOR APPLICANTS

The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. The Court will only communicate with those qualified applicants who are selected for an interview. Applicants scheduled for an interview should advise the HR staff if any accommodation will be necessary. Expenses associated with interviews or relocation will not be reimbursed. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool. All information provided by applicants is subject to verification and false statement or omissions of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

APPLICATION PROCESS

Qualified applicants must submit the following as a **single PDF document**: (1) letter of interest; (2) detailed resume; (3) list of at least three professional references with current contact information; (4) completed and signed *AO 78 Application for Judicial Branch Federal Employment*, and (5) completed and signed *AO 78B Race/Ethnicity, Gender & Disability Identification* (both found at [PAED - Vacancy Announcements](#)).

Qualified EDPA (internal) employees need only submit a letter of interest and detailed resume.

Completed applications (in a **single PDF document**) should be forwarded to Human Resources at: paed_apply@paed.uscourts.gov with the subject line, **IT Technician #26-01 I/E**” and ***will not be considered complete*** unless all items have been received by Human Resources. Incomplete application packets will not be accepted for consideration.

**The Clerk’s Office of the U.S. District Court for the Eastern District of Pennsylvania
is an Equal Opportunity Employer, and is committed to recruiting, developing, retaining, and promoting a diverse workforce.**