CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT
DISTRICT OF CONNECTICUT
VACANCY ANNOUNCEMENT - USDC-CT 26-06

POSITION: Information Technology Technician

OPENING DATE: August 25, 2026

SALARY RANGE: CL 24 - CL 25*($50,438 - $90,563)

*Depending on experience.

DUTY STATION: Hartford, CT

CLOSING DATE: Open until filled. Preference given to applications received by November 11, 2026

- Multiple positions may be filled from this vacancy.

The United States District Court for the District of Connecticut is seeking an experienced Information Technology Technician to support the Hartford seat of court. The primary focus of this job is to provide in-person front line support to the Clerk's Office and Chambers staff, including: installing, troubleshooting, and training customers on software applications, supporting virtual desktop and portable computing hardware, diagnosing basic server and networking components, providing training and support of mobile devices, and supporting networked copiers and printers. Information Technology Technicians are expected to be professional and courteous subject matter experts able to discern the needs of their customers.

Travel throughout all three seats of court (New Haven, Hartford, and Bridgeport) will occasionally be required to assist other Information Technology department staff, provide helpdesk coverage, assist with projects, and to attend department meetings.

REPRESENTATIVE DUTIES:

- Provide prompt support to helpdesk service requests with a high degree of professionalism and accuracy;
- Meet established Service Level Agreements (SLA), maintain work log, and document resolutions thoroughly;
- Provide training and support for desktop and mobile computing hardware. Experience supporting virtual desktops (VDI) and Apple iOS devices is preferred;
- Provide tier one support for server and networking components with a firm understanding of core networking fundamentals;
- Provide support for networked copiers, printers, and high-speed scanners;
- Monitor critical infrastructure systems (power, temperature, log files, etc.);
- Assist with inventory control duties, including intake and excise of equipment;
- Prepare and maintain detailed technical documentation of department operating procedures, equipment maintenance, and hardware/software configurations. Must be able to prepare simplified instruction manuals of hardware and software for customers;
- Maintain composure in high stress situations;

- Participate in rotating on-call schedule; and
- Responsible for other duties as assigned.

QUALIFICATIONS/ABILITIES:

The successful candidate must have leadership qualities which include the ability to:

- Collaborate and work effectively with all levels of court staff and other agencies.
- Communicate information clearly, accurately, and in a timely manner.
- Organize time and work effectively.
- Exercise good judgment and show initiative.

Attention to detail and analytical skills are a must. Responding to competing priorities, maintaining confidentiality, and handling sensitive matters with tact is essential. Work is performed in an office setting. Lifting of boxes and moving equipment is required; therefore, the incumbent must be able to lift up to 50 pounds and must be able to sit and or stand for extended periods of time. This position requires frequent mobility.

INFORMATION TECHNOLOGY QUALIFICATIONS:

- **Operating Systems:** Windows 11, Windows Server 2016-2025, MacOS and Apple iOS
- **Software:** Microsoft Office 365, Adobe Acrobat Professional, Exchange, Active Directory
- **Data Center and Networking Equipment:** Familiarity with Cisco Switches, Wireless Access Points, Uninterruptible Power Supplies, Network Racks and Enclosures, Structured Category and Fiber Cabling, VoIP, and VPN
- **Printing:** Canon copiers and HP printers
- **Certifications:** CompTIA, Microsoft, and Cisco certifications are preferred

EDUCATION:

High school graduation or equivalent is required. Education above high school level may be substituted for experience. Bachelor's degree in Information Systems or Computer Science is desired.

HOW TO APPLY:

Submit resume, with cover letter, Application for Employment (AO78), and salary history, and proof of any certifications, by email only, to: **HR_department@ctd.uscourts.gov**

Applications for Judicial Branch Federal Employment (AO 78) may be obtained at:

https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment

The court will not reimburse external candidates for interview travel or relocation expenses. Due to the volume of applications, only applicants selected for an interview will be notified. **No phone calls please.**

BENEFITS:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement Benefits
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Credit, time in-service, for prior government service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

CONDITIONS OF EMPLOYMENT:

- Successful applicants will be asked to show proof that they can legally work in the United States.
- Successful candidate will undergo a full fingerprint and background records check. Any applicant selected for a position will be hired provisionally pending successful completion of the background investigation.
- Mandatory electronic direct deposit of salary payment.
- Employees are required to adhere to the Code of Conduct for Judicial Employees [available to applicants to view at the court website: www.ctd.uscourts.gov].
- Employees of the U.S. District Court are Excepted Service Appointments. Excepted service appointments are at will and can be terminated with or without cause by the court.

The District of Connecticut is an Equal Opportunity Employer and values diversity and inclusion.