



UNITED STATES BANKRUPTCY COURT DISTRICT OF PUERTO RICO
José V. Toledo Federal Building & US Courthouse
300 Recinto Sur St. Suite 134, San Juan PR 00901
Wilma Jaime de Jesús, Clerk of Court

VACANCY ANNOUNCEMENT NO. FY 25-01

Position Title: Information Technology Technician
Type: Full-Time Temporary (Not-to-Exceed One Year and a Day)
Grade and Salary: CL 24 \$43,414 to \$54,292 (depending on qualifications), plus 2.63% of Cost-of-Living Allowance (COLA)
Opening Date: November 8, 2024
Closing Date: Open Until Filled
Who May Apply: All qualified individuals
Location: San Juan, Puerto Rico, with frequent travel to the U. S. Virgin Islands

JOB SUMMARY:

The primary duty station will be in San Juan, PR with frequent travel to St. Croix and St. Thomas. The incumbent will be part of the information technology team and will provide technical support to 18 officers and staff from the Probation Office in St. Croix and St. Thomas plus 37 staff and four judges from the Puerto Rico Bankruptcy Court.

REPRESENTATIVE DUTIES:

- Provides in-person and remote technical assistance to the Virgin Islands Probation Office and the United States Bankruptcy Court for the District of Puerto Rico staff.
- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as Microsoft Office and others. Assist with creating user accounts and providing end-user training.
- Support the maintenance and mitigation of identified risks and the implementation of security measures, in alignment with AO security policies and guidelines.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties. Perform basic system support for telephone systems.
- Coordinate and monitor services provided by vendors and technicians.
- Assist in the preparation of written procedures for users and IT staff.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS: At least one year of specialized experience or completion of a bachelor's degree requirements from an accredited college or university. Specialized experience is defined as progressively responsible experience providing computer, systems, and smartphone support, server and computer setup, computer systems configuration, patching and troubleshooting, network support, and network systems monitoring.

COURT PREFERRED QUALIFICATIONS AND SKILLS:

- A bachelor's degree in computer science, computer engineering, or a related area is preferred.
- One year of experience installing and configuring computer components and providing technical support.
- Good understanding of computer systems and ability to troubleshoot and repair problems with hardware and software.
- Demonstrated proficiency in supporting office productivity tools, such as MS Office 365 tools, and Adobe Acrobat.
- Experience working with a Virtual Desktop Interface environment is highly preferred.
- Excellent organizational skills.
- Ability to work independently but as part of a larger team.
- Ability to handle multiple projects and tasks at one time.
- Excellent customer service, and service oriented. Ability to interact with non-technical users in a professional and supportive manner.
- Ability to communicate technical information effectively (orally and in writing in English and Spanish) to end users in a way they can understand.
- Positive attitude with the ability to work as part of a team.

BENEFITS: Employees appointed under excepted appointments are eligible for health, life, dental, vision, and long-term insurance coverage, annual and sick leave, federal and local holidays, retirement benefits, and participation in the Thrift Savings Plan (TSP).

CONDITIONS OF EMPLOYMENT: Employees of the judiciary are AT-WILL employees and can be terminated with or without cause by the Court. Applicants must be citizens of the United States of America or be eligible to work in the United States. The selected candidate will be subject to a background check and subsequent favorable suitability determination as a condition of employment. The successful applicant will be subject to mandatory electronic transfer of funds for payment of net pay. Employees are required to adhere to the [Code of Conduct for Judicial Employees](#). Frequent travel to the U. S. Virgin Islands will be required.

HOW TO APPLY: For consideration, qualified applicants must provide the following by e-mail (in PDF format) to Human_Resources@prb.uscourts.gov:

- An introductory cover letter,
- A resume,
- A completed Federal Judicial Branch Application for Employment (AO 78), available at <https://www.prb.uscourts.gov/employment>.

Incomplete applications will not be considered. Only applicants who are interviewed in person will receive a written response regarding their application status. False statements or omissions of information on any application materials may be grounds for non-selection. If a position becomes vacant within a reasonable time from the original announcement, the Clerk of Court may elect to select the next top-rated candidate from those who applied for the initial announcement without re-posting the position. Selectee will be subject to a three-month probationary period. The Court is not authorized to reimburse travel expenses for interviews or relocation. The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement.

THE US BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER.