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UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF OKLAHOMA
An Equal Opportunity Employer
www.okwd.uscourts.gov

Position Title: Information Technology Technician (Full-time permanent)
Vacancy Number: 25-22
Location: Oklahoma City
Open Date: January 16, 2026
Closing Date: Open until filled.
Salary Range: CL-24 to CL-25 (\$44,701-\$80,265) Starting salary depends on qualifications and work experience. This is a career ladder position with promotion potential to CL-26 without further advertising.

POSITION OVERVIEW: This position is in the Court Clerk's Office of the federal court in Oklahoma City and is responsible for end user support activities. The IT Technician provides technical support on information technology systems. The IT Technician assists with courtroom support activities, including audio and video components within the courtroom environment. The IT Technician also assists with the installation and configuration of computer hardware and software programs and performs routine to moderately complex troubleshooting for hardware and software systems.

REPRESENTATIVE DUTIES: The representative duties of the position include:

- Providing day-to-day technical support, assistance, and training to include physical hardware/software setup, configuration, and troubleshooting in a Microsoft Windows environment.
- Responding to personal computer help desk calls and e-mails, log computer problems, and assisting with routine problems.
- Configuring, installing, and supporting PC-based hardware and software, particularly the suite of software contained with Microsoft Office 365; installing and supporting of computer peripherals such as video display monitors, printers, scanners, and multi-function devices.
- Providing support for Court-issued mobile computing devices including Apple iPads, iPhones, Microsoft Surface Pro devices, and Windows laptop computers.
- Escalating problems that are not quickly resolved via the telephone or email to the next level.
- Providing assistance to users for web access to various Internet and Intranet websites.
- Providing information and assistance to users on software applications, such as word processing and data entry.
- Receiving general incoming telephone calls to the Information Technology department and responding or forwarding calls to the appropriate individual.
- Assisting with testing, establishing, and monitoring video and telephone conferences.

MINIMUM QUALIFICATIONS: Applicant must be a United States citizen, subject to the exceptions enumerated at <https://www.uscourts.gov/careers/search-judiciary-jobs/citizenship-requirements-employment-judiciary>. The successful applicant must be a high school graduate or equivalent and must have a minimum of one-year specialized experience. Specialized experience is 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 successfully perform the duties of the position.

PREFERRED QUALIFICATIONS:

- A minimum of two (2) years of hands-on experience working with PC based systems hardware and software, including printers, scanners, tablets, smart phones, audio/visual systems, and other peripheral devices.
- Experience with Windows 10, Internet Browsers, MS Office Applications, Adobe, Outlook email and other office productivity applications.
- A four-year degree from an accredited college or university.

BENEFITS: Employees of the United States District Court are eligible to participate in the Federal Employees Retirement System, the Thrift Savings Plan, and health, dental, vision, life and long-term care insurance programs. Employees are entitled to 11 paid holidays, paid annual and sick leave, periodic grade and step increases.

ADDITIONAL INFORMATION: All employees are subject to mandatory electronic direct deposit of salary payment.

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, either of which may occur without prior written or other notice. In the event a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Court may elect to select a candidate from the applicants who responded to this original announcement without re-posting the position.

The selected candidate will be hired provisionally pending the results of fingerprinting and a thorough background investigation to determine employment suitability. Background investigations are renewed every five years. Candidates will not be asked about their criminal history prior to receiving a tentative offer of employment. **Applicants completing the AO-78 are not required to complete questions 19-21 regarding criminal history.** Criminal history is not in itself disqualifying. All available information, past and present, favorable and unfavorable, about the reliability and trustworthiness of an individual will be considered when making an employment suitability determination. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application material may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Employees are subject to The Code of Conduct for Judicial Employees. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. Judicial employees serve at-will and therefore the selected candidate may be removed from this position at any time.

APPLICATION INSTRUCTIONS: Please email a letter of interest, resume, and completed application form as a single .pdf document to hr@okwd.uscourts.gov. The employment application is located at www.okwd.uscourts.gov/AO78. Please include the name of the applicant and the vacancy number in the subject line of the email.

Vacancy No. 25-22
U. S. District Court, Western District of Oklahoma
William J. Holloway, Jr. U.S. Courthouse
200 N.W. 4th Street, Rm 1210
Oklahoma City, OK 73102