OFFICE OF THE CIRCUIT EXECUTIVE
UNITED STATES COURTS OF THE
DISTRICT OF COLUMBIA CIRCUIT

IT Support Technician III (IT Support Specialist)
Job Announcement Number USCA 26-01

Position Description - The Office of the Circuit Executive for the D.C. Circuit is accepting applications for the position of IT Support Technician III. The IT Support Technician III is a senior, on-site technical professional who provides front-line help desk support in collaboration with the team, while also serving as a key escalation point for complex issues. This role is responsible for advanced system support, including KACE administration for imaging and patch management, network troubleshooting, and assisting with security operations. The IT Support Technician III is essential to our team in maintaining a stable and secure computing environment and enhancing the overall capability of the IT support team.

Duties and Responsibilities:
- Provides first and second tier support to end users for workstation and server hardware through help desk requests and responds to customer inquiries;
- Analyzes, logs, tracks and resolves software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications to meet district needs;
- Performs troubleshooting to isolate and diagnose common system problems; documents system events to ensure continuous function. Recommends course of action and implements as approved;
- Work collaboratively with personnel in system administration, application development, cybersecurity, and related areas to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties;
- Assists in appropriate level software installations and upgrades and related software packages;
- Applies appropriate support packages/patches to maintain system integrity;
- Develops and maintains appropriate system documentation to ensure accuracy;
- Escalates more complex problems to senior level administrators as necessary;
- Serves as backup in other functional areas as needed.
- Provides training or assistance to employees as needed or as directed by manager.
- Adopts, embraces, and exhibits behaviors representative of the Guiding Principles.
- Performs all other position description responsibilities and competencies as well as any other duties assigned.

Technical Requirements (Highly Preferred)
- Experience: Minimum 5 years in desktop support, customer support, or helpdesk roles.
- Operating Systems: 5+ years supporting Microsoft Windows environments, including basic Linux command line administration.
- Endpoint Management: Experience developing and deploying OS images, automating software distribution, and managing security patches.

- Directory Services: Proficiency administering Active Directory users, groups, permissions, and Group Policy Objects (GPOs).
- Networking: Advanced troubleshooting of TCP/IP, DNS, and DHCP. Basic configuration of Cisco IOS-based switches and VLAN assignments.
- Virtualization: Basic management of VMware vSphere/vCenter, including snapshots and resource monitoring.
- Security: Ability to interpret vulnerability scan data and execute remediation plans.

Toolset Experience (Highly Preferred)
- Service Management: ServiceNow, ITSM principles.
- Systems Management: Quest KACE (SDA/SMA), Ivanti Neurons, WorkSpaceOne.
- Security & Monitoring: Qualys, Splunk.
- Productivity: Microsoft Office O365 Cloud Environment.
- Hardware: Dell Pro laptops, Apple iOS devices.
- AV Systems: Zoom Rooms, Crestron, audio mixers, and microphones for live event support.

Professional Competencies (Required)
- Communication: Ability to provide professional written and verbal support to all levels of personnel, including executive and judicial staff.
- Work Management: Self-directed with the ability to prioritize tasks with minimal supervision in high-pressure environments.
- Attention to Detail: Precision in maintaining technical documentation and knowledge base articles.
- Adaptability: Flexibility to work various shifts or respond to needs on short notice.
- Professionalism: Maintaining a polished appearance and demeanor in a formal district environment.

Salary - CL 27/28/29 ($68,346 to $158,334) depending on qualifications.

Conditions of Employment - Applicants must be a United States citizen or eligible to work in the United States. Employees of the federal courts are excepted service appointments. Excepted service appointments are "at will" and may be terminated with or without good cause by the Court. The candidate selected for the position will be hired provisionally pending the results of a background investigation. Direct deposit of pay is required. Information about benefits is available at www.uscourts.gov/careers/benefits. **Candidates must be able to work onsite at our location.**

Application Process - Submit by email a cover letter and detailed resume. Email a single PDF attachment to VacancyITTechnicianIII@cadc.uscourts.gov with the job announcement number in the subject line of the email. Because of the large volume of applications, only those candidates who will be interviewed will be contacted. Position is open until filled. The first cut-off date for review of applications is March 16, 2026.

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The Circuit Executive's Office is an Equal Opportunity Employer.