

**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF ALABAMA
U.S. PROBATION OFFICE**

Marc V. Seibert
Chief U.S. Probation Officer



113 St. Joseph Street
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**CAREER OPPORTUNITY
Vacancy Announcement #26-05
INFORMATION TECHNOLOGY SUPPORT SPECIALIST (CL 26)**

Opening Date: August 12, 2026
Closing Date: Open until filled
Salary Range: CL 26 (\$54,372 - \$88,366)
Promotional opportunity to CL 27

Position Overview: The U. S. Probation Office, Mobile, Alabama, is accepting applications from qualified candidates for a full-time Information Technology Support Specialist. The Information Technology Support Specialist is part of the Information Technology team. The incumbent provides personal computer end-user support along with general administrative and project assistance.

Representative Duties:

Serves as a central point of information and assistance for end users. Responds to help desk calls and emails, logs problems (computer, printer, scanner, etc.) in work order tracking system. Performs routine to moderately complex troubleshooting for hardware/software. Problems that are not quickly resolved are escalated to the next level.

Configure, install, troubleshoot, and document software/hardware problems. Provide information and assistance to users on applications such as word processing software and data entry. Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Assist with end user training when appropriate.

Provides support for mobile computing devices and remote access. Perform inventory control duties when issuing and collecting computer equipment. Provides cabling support.

Performs basic support for telephone systems and video conferencing systems.

Collaborates with information technology court personnel for the purpose of keeping abreast of developments, techniques, and end user programs. Monitors day-to-day operations of the equipment and systems.

Qualifications:

The candidate must possess a minimum of three years knowledge and experience providing end-user IT support. The ideal candidate will possess a two-year degree from an accredited college, university or technical school, or a combination of education and work experience in a related area or field. Prior court experience is preferred.

Benefits:

Employees of the United States Courts are entitled to benefits including leave program and periodic salary increases, 11 paid holidays each calendar year, insurance plans (Health, Dental, Vision, Life, Long-Term Care, and Long-Term Disability), Flexible Spending Accounts (Healthcare and Dependent-Care reimbursement accounts), Retirement System and Thrift Savings Plan participation (with up to 5% employer matching contributions). This position is subject to mandatory electronic direct deposit of salary payment

Conditions of Employment:

Applicant must be a U.S. citizen or eligible to work in the United States.

Employees are required to adhere to a Code of Ethics and Conduct for Judicial Employees, which is available to applicants for review upon request.

The successful candidate will be subject to a background investigation as a condition of employment with an investigation every five years. Employment will be considered provisional until the initial background investigation is completed.

Application Procedure:

Submit an application package which is to include: a cover letter of interest which addresses skills and experience, the official AO 78 Application Form, three business references and a current resume. To obtain the forms and additional information, visit "Employment Opportunities" on our web page at: <http://www.alsp.uscourts.gov>

How to Apply:

Qualified applicants should submit a letter of interest, resume, three business references and AO 78 as a single pdf document to: Lisa_Holston@alsp.uscourts.gov

Only those applicants considered for interview will receive further notification in writing. Testing, interview-related travel expenses, and any relocation expenses must be paid by the applicant.

The U. S. Probation Office reserves the right to amend or withdraw any announcement without written notice to the applicants.

THE U.S. PROBATION OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER