UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TEXAS

Position: Information Technology Technician
Announcement Number: 2026-24
Location: Plano, Texas
Grade Range: CL 24 - 25
Salary Range: $48,596 - $87,258 depending upon qualifications

U.S. District Court, TXED
Human Resources
211 W. Ferguson Street
Tyler, TX 75702
Opening Date: September 30, 2026
Closing Date: Open until filled

NOTICE OF VACANCY

The United States District Court for the Eastern District of Texas is a public service-oriented organization focused on providing exceptional customer service to the court, members of the legal community and the general public. Currently, we are seeking an innovative and experienced individual to serve as an **Information Technology Technician** in the Sherman Division for the U.S. District Court. There are seven offices within the Eastern District of Texas: Beaumont, Lufkin, Marshall, Plano, Sherman, Texarkana and Tyler.

POSITION OVERVIEW:
As a member of the Court's IT team, the incumbent will deliver the highest level of customer support and follow up to court employees, the bar, Judges and the general public. The incumbent must be an effective problem solver and dynamic communicator with an aptitude for and appreciation of the importance of training as a part of every customer interaction.
The Information Technology Technician provides technical support to the court unit in a wide range of areas, including configuring hardware and software programs, assisting with courtroom technology tasks and projects, and providing support for complex technology issues.

PRIMARY DUTIES:

- Respond to help desk calls and e-mails, log issues and requests in the internal ticketing system, and resolve routine to complex technical issues
- Provide training and assistance to users on computer applications and hardware.
- Configure, install, and support PC-based hardware and software; installs and supports computer peripherals such as monitors, printers, scanners, and multi-function devices.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Perform basic system support for telephone systems, such as additions, deletions, and moves.
- Provide technical support for courtroom and conference room audio/visual equipment.
- Perform inventory control duties for property listed in the court's inventory of IT equipment, adhering to the policies of the Guide to Judiciary Policy.

- Evaluate, test, and implement new operating systems, off-the-shelf software, and workstation hardware.
- Monitor day-to-day operations of technology equipment.
- Provide comprehensive technical support for iOS devices, including iPhones and iPads. Responsibilities include troubleshooting hardware and software issues, configuring devices according to organizational policies, and ensuring compliance with security protocols.
- Occasional travel to other divisions or court locations, such as the Sherman federal courthouse, may be required. The incumbent will also participate in a rotating on-call schedule.
- The incumbent must fulfill Judiciary-required training (provided by the court) by completing baseline IT training courses upon employment and participate in continuing education as required.
- Perform other duties as assigned

MANDATORY QUALIFICATIONS:

The successful candidate will have experience with the following:

- Installation, repair, upgrade, and troubleshooting of PCs, printers, scanners, and other IT equipment
- Proven ability to provide excellent customer service.
- Demonstrated sound judgment, professionalism, integrity, trustworthiness, and discretion.
- Administration of the following technologies: Microsoft Windows 11 Pro, Microsoft Windows Server, and Microsoft 365.
- Work collaboratively and professionally in a team environment.
- Exceptional organizational and time management skills.
- Effective oral communicator with the ability to explain technical concepts to all levels of staff.
- Ability to maintain confidentiality, handle sensitive information and always exercise discretion.
- Ability to maintain a professional demeanor, exercise mature judgment, and to be a dependable and flexible team participant.

PREFERRED QUALIFICATIONS:

- Minimum of three (3) years of experience
- Bachelor's degree in information systems, computer science, business administration, or a related field from an accredited institution
- Strong customer service skills, the ability to handle multiple priorities in a fast-paced environment, and an innate desire to continually learn new technologies and train across all IT disciplines
- Familiarity with the following technologies also is preferred: VMware vSphere, Omnissa Horizon, thin clients, mobile device management platforms such as KACE or Workspace ONE.
- The ability to take the initiative to learn new programs quickly
- Proficient with Microsoft Active Directory environments
- Certifications relevant to an IT Technician (e.g. CompTIA Network+, Microsoft role-based certifications, or equivalent credentials)

BENEFITS AND HIRING POLICIES:
The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under "Excepted Appointment" and are considered "at-will" employees. As such, employment may be terminated by either the employer or the employee with or without cause. Federal Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other federal employees. These benefits include participation in the Federal Employees Retirement System which contributes to the Social Security Retirement Program, the Federal Employees Health Benefits Program, Federal Employees' Group Life Insurance Program, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. See the United States Courts website for an overview of Federal Judiciary benefits.

CONDITIONS OF EMPLOYMENT:
Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. Court employees are required to adhere to the *Code of Conduct for Federal Judicial Employees*. This position is subject to mandatory electronic funds transfer for payroll direct deposit.

HOW TO APPLY:
Qualified applicants should send a cover letter (including a narrative statement of your background), a Judicial Branch Federal Employment (AO 78) application with Optional Background Information (questions 19,20, and 21 completed), and a resume. The cover letter should be addressed to:

Diana Velez, Human Resources Manager
William M. Steger Federal Building and United States Courthouse
211 West Ferguson Street, Room 106
Tyler, Texas 75702

An application form can be obtained on our web page at: www.txed.uscourts.gov. All documents should be submitted as a single pdf with the reference number (2026-24 Informational Technology Technician) in the subject line via e-mail to: hr@txed.uscourts.gov.

Incomplete applications will not be considered. Applications will be screened for qualifications and only the most qualified applicants will be contacted and selected for a personal interview. Skill and knowledge testing may be administered to candidates that progress beyond the initial interview process. Expenses associated with interviews or relocation will not be reimbursed.

The United States District Court Is an Equal Opportunity Employer.