



U. S. Probation Office
Middle District of North Carolina
101 S. Edgeworth, Ste R312
Greensboro, NC 27401

Benefits:

Federal Benefits Include:

- Paid Annual Leave
- Paid Sick Leave
- Paid Parental Leave
- 11 Paid Holidays
- Pre-tax benefit programs
- Health Insurance
- Vision/Dental Insurance
- Group Life Insurance
- Long-Term Care Insurance
- Defined contribution retirement benefits (FERS)
- Thrift Savings Plan (TSP) - 401(k) styled investment program with up to 5% match

The U. S. Probation Office for the Middle District of North Carolina is an Equal Opportunity Employer.

U. S. PROBATION OFFICE MIDDLE DISTRICT OF NORTH CAROLINA **Information Technology Director** **VACANCY #25-09**

LOCATION: Greensboro

REPORTS TO: Deputy Chief
U.S. Probation Officer

STATUS: Full-time

CLASSIFICATION: CL 30

POSTED: December 22, 2025

SALARY RANGE: \$99,611 - \$161,910

The U.S. Probation Office serves the federal district court with approximately 67 employees across multiple locations. We are seeking a forward-thinking, highly skilled IT Director to provide both strategic leadership and hands-on technical expertise across all aspects of information technology operations.

This position oversees IT hardware and software, case management software, inventory system, video conferencing, telecommunications, and local and wide-area networks. The IT Director manages a team of three IT professionals and plays a critical role in ensuring system security, reliability, and innovation.

A successful candidate will be an innovative leader who values the development of employees, proactively improves processes, and leverages emerging technologies—including responsible and ethical use of AI—to enhance efficiency, security, and service delivery.

REPRESENTATIVE DUTIES

- Manage, mentor, and develop IT staff by setting clear expectations, assigning and reviewing work, evaluating performance, and addressing disciplinary matters when necessary.
- Foster a collaborative, learning-oriented environment that encourages professional growth, innovation, and accountability.
- Lead by example with strong communication, customer service, and problem-solving skills.
- Evaluate current and future technology and security needs; develop and implement short- and long-term IT improvement plans, including the Continuity of Operations Plan (COOP)
- Proactively identify opportunities to improve efficiency, effectiveness, and service delivery, including exploration and implementation of AI tools.
- Conduct cost-benefit analyses and make recommendations for technology investments and system enhancements.
- Oversee IT architecture, including servers, virtualization platforms, operating systems, telecommunications, and networks.

Information Technology
Director (#25-09)

How to Apply: Applicants must submit **ONE PDF** document containing the following to

HR@ncmp.uscourts.gov

- (Include Last Name-First Name- #25-09 in Subject of Email)
- Cover Letter (not to exceed two pages) addressing the following:
 - An explanation of how your skills and experience may contribute to our organization;
 - how your experience and preparation relate to the duties and responsibilities of this position;
- Resume
- Three professional references with contact information
- Application for Federal Judicial Employment found at:

<https://www.ncmp.uscourts.gov/employees>

Due to the high sensitivity of this position the Optional Background Questions (18-20) on the AO 78 form must be answered.

Conditions of Employment:

Applicants must be U. S. citizens or eligible to work without restriction in the United States.

- Selected candidate must successfully complete an FBI background investigation with law enforcement agencies including fingerprint, criminal, financial and employment records check.

The U. S. Probation Office for the Middle District of North Carolina is an Equal Opportunity Employer.

- Implement, maintain, and monitor IT security policies and tools to protect systems and data, including inventory management, patch management, endpoint protection, vulnerability scanning, perimeter security, intrusion prevention/detection, and event correlation.
- Coordinate and support annual IT security training and compliance with national and circuit-level security requirements.
- Work closely with the 4th Circuit IT Security team to implement required protocols.
- Provide hands-on technical leadership, troubleshooting, and operational support for systems, networks, and applications.
- Design, test, configure, deploy, and maintain new or enhanced systems, updates, and applications.
- Develop, test, and deploy scripts, group policies, and system customizations as needed.
- Manage patching, backups, monitoring, and lifecycle maintenance of servers, desktops, mobile, and remote devices.
- Support and maintain court-specific applications, including PACTS, and perform necessary maintenance and upgrades.
- Communicate complex technical concepts clearly to technical and non-technical audiences.
- Develop and deliver presentations, trainings, and technical briefings.
- Collaborate with managers, other court units, and vendors to assess needs, recommend solutions, and maintain effective working relationships.
- Create and maintain clear, well-organized technical documentation and procedures.

JOB REQUIREMENTS:

Minimum Qualifications

- At least four years of progressively responsible experience with a minimum of two years of experience supervising staff.
- Excellent interpersonal, verbal, and written communication skills.
- Demonstrated ability to lead, motivate, and develop employees.
- Strong project management skills with the ability to prioritize and manage multiple deadlines.
- Superior customer service orientation and sound judgment.
- Commitment to continuous learning, innovation, adaptability, and professionalism.
- Availability for occasional day and/or overnight travel and flexible work hours, including nights and weekends as needed.

- Employees of the federal judiciary must adhere to all Judicial Conference regulations, follow the policies in the Guide to Judicial Policy, and are bound by the Code of Conduct for Judicial Employees.
- Employees are considered "at will" employees.
- Employees are required to use direct deposit for payroll.
- The organization reserves the right to assign/reassign an employee to any location within the District based on the needs of the organization.

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

The Office reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.

Starting salary commensurate with work experience, education, prior/present day pay history and previous Federal Court experience.

The U. S. Probation Office for the Middle District of North Carolina is an Equal Opportunity Employer

Preferred Qualifications

- Bachelor's degree in computer science, information technology, or a related field from an accredited institution.
- Strong technical expertise in many of the following areas:
 - Network administration, knowledge of LAN/WAN
 - Microsoft Windows Server (2019+), Windows 11
 - Microsoft 365 (Outlook, SharePoint, Teams, Office)
 - Virtualization platforms (e.g., HyperV, VMware)
 - Networking (Cisco switching/VoIP, Extreme wireless, Palo Alto firewall)
 - Log monitoring and reporting (e.g., Splunk)
 - Patch management and inventory tools (e.g., Qualys Patch, Quest KACE)
 - Vulnerability scanning and endpoint security tools (e.g., Qualys/Nessus)
- Working knowledge of strategies used to consume API data
- Strong understanding of AI technologies, their practical application in an enterprise environment, and associated ethical and legal considerations.

Failure to submit the required documents in one pdf document will result in immediate disqualification. Incomplete applications will not be considered, retained, or returned. Only one application per candidate will be accepted for this announcement.

The most qualified applicants selected for interview and testing will be contacted by telephone. For applicants not selected to interview, closing information will be posted on our external website at www.ncmp.uscourts.gov/current-employment-opportunities in lieu of closing letters.

E-mail to: HR@ncmp.uscourts.gov

Questions not answered within this vacancy announcement may be directed to Human Resources at 336-358-4219.