



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 Specialist VACANCY #25-07

LOCATION: TBD (Greensboro or Winston-Salem)

REPORTS TO: IT Director

STATUS: Temporary full-time (which may become permanent)

CLASSIFICATION: CL27

POSTED: December 1, 2025

SALARY RANGE: \$59,133 - \$96,147

**** Under this vacancy, the Information Technology Assistant position is a temporary full-time position with an employment period of one year and one day. Temporary Indefinite positions may be extended up to 3 years; converted to permanent status; or converted to full-time permanent status without further competition--subject to need and available funding.**

The Information Technology Specialist provides administrative and technical support in a wide range of areas, including hardware, software, networking, and user support. The ability to interact with a variety of technical and non-technical system users in a professional and supportive manner is essential. The Information Technology Specialist reports to the I.T. Director and works in conjunction with the other members of the Information Technology staff.

REPRESENTATIVE DUTIES

- Configures, installs, and supports mobile and PC-based hardware and software; installs and supports computer peripherals such as monitors, printers, scanners, web-cameras, and multi-function devices.
- Responds to incoming telephone, voicemail, e-mail, and in-person requests for assistance and resolves problems with hardware, software, networking, and other computer related technologies.
- Actively engages in evaluation, testing, and implementation of new operating systems, off-the-shelf software, and end-user hardware in a virtual and physical environment.
- Maintains hardware and software via installation of firmware and software updates and patches.
- Implements and maintains computer security measures and reporting.
- Travels to other locations within the district when required, including our Durham, Salisbury, Pinehurst, and Winston-Salem locations, to provide IT support.
- Performs other duties as assigned.

Information Technology Specialist (#25-07)

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

HR@ncmp.uscourts.gov

- (Include Last Name-First Name- #25-07 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.

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JOB REQUIREMENTS:

Minimum Qualifications

The successful candidate must have a minimum of two (2) years hands-on experience with installation, repair, upgrade, and troubleshooting of PCs and administration and support of Microsoft Windows 10 and 11 and the Microsoft Office suite. Ability to communicate technical information effectively (orally and writing) to end users in a manner that they can understand. Ability to manage multiple priorities and projects and work with limited supervision. Candidates must be able to work collaboratively and professionally in a team environment.

Preferred Qualifications

Preference will be given to those candidates who possess experience in delivering quality end-user automation support to a large user population in a fast-paced, technically diverse environment and who possess a strong working knowledge of PC hardware, software, and Windows desktop OS in a networked environment. Experience in supporting and developing automated processes is highly desired. Familiarity with a variety of business-grade technologies and/or concepts is preferred such as: Adobe Acrobat, Computer Imaging, Windows Server, Microsoft Active Directory, Microsoft Office 365, PDQ Deploy, PDQ Inventory, Risk Assessment and Mitigation, and virtualization software such as VMware or HyperV. Experience with using AI or training AI is a plus. Preference also will be given to candidates whose work experience provides evidence of strong customer service skills, the ability to prioritize multiple tasks, and an innate desire to continually learn new technologies and train across all IT disciplines.

- 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.

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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.