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| Job Title/Classification Level | Probation Support Technician - CL 23 |
| Occupational Group | Operational Court Support |

Job Summary

The probation support technician provides technical support to probation officer by assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies and performing similar duties under the guidance of a probation officer and/or supervisory probation officer.

Representative Duties

- Assist officers in performing investigations of all types for the office and other districts (e.g. collateral, presentence, postsentence, etc.). Contacts with various local law enforcement and regulatory agencies to collect and record information for both presentence investigation and collateral investigation reports and other miscellaneous reports as requested.
- Conducts law enforcement and other record checks via various automated systems.
- Maintain paper and computerized records of test results.
- Participate in and contributes to ongoing training programs.
- Perform other such duties as required.

Factor 1 - Required Competencies (Knowledge, Skills, and Abilities)

Probation, Pretrial Services and Law Enforcement

- Fair knowledge of the roles and functions of the federal probation and/or pretrial services offices. Fair knowledge of the practices and procedures used in probation/pretrial services processes. Fair knowledge of the criminal justice system, particularly as it relates to the federal Probation and Pretrial Policies and Procedures.
- Ability to learn automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities (such as the National Crime Information Center). Gain knowledge and learn to follow safety procedures. Establish skills necessary to compile information within established time frames. Establish skills to organize and prioritize work.

Judgment and Ethics

- Knowledge of and compliance with the Code of Conduct for Judicial Employees and court confidentiality requirements. Ability to demonstrate sound ethics and judgment.

Written and Oral Communication/Interaction

- Gain skills to communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel and offenders/defendants.

Information Technology and Automation

- Ability to become skilled in the use of automated equipment including word processing and database applications, and various other types of software. Ability to learn database systems to perform record checks, compile criminal history information, and similar activities.

Factor 2 - Primary Job Focus and Scope

The primary focus of this job is to collect and compile varied and technical information to support probation officers who are investigating and supervising defendants and offenders.

Factor 3 - Complexity and Decision Making

The tasks performed take some time to learn and may vary daily. Probation support technicians compile and organize information by following standard processes. Work is performed under the guidance of a probation officer and under the supervision of a Supervisory Probation Officer.

Factor 4A - Interactions with Judiciary Contacts

The incumbent has daily contacts with personnel within the probation office and other court units.

Factor 4B - Interactions with External Contacts

The primary external contacts are outside agencies to receive and transmit information.

Factor 5 - Work Environment and Physical Demands

Work is performed in an office setting where persons with violent backgrounds are usually present.