

UNITED STATES DISTRICT COURT - EASTERN DISTRICT OF VIRGINIA

www.vaed.uscourts.gov



★ **JOB OPPORTUNITY NUMBER: FY 26-13N**

**POSITION: Temporary Information Technology Technician II – 6
Month Term**

LOCATION: Norfolk, VA

Opening Date: February 26, 2026

**Closing Date: Open until filled
Applications received by
03/12/2026 will receive priority
consideration.**

CLASSIFICATION LEVEL/SALARY RANGE: CL 25 (\$50,094- \$62,640)

Actual starting salary dependent upon qualifications.

POSITION OVERVIEW

This six-month temporary position is located within the Eastern District of Virginia Consolidated Information Technology Department which serves judges, judicial staff, and the staffs of the Clerk's Office and the U.S. Probation Office. The Temporary Information Technology Technician II provides IT help desk support for end users along with technical support in installing and configuring hardware and software programs.

DUTIES AND RESPONSIBILITIES

- Respond to help desk calls and emails, log computer problems, and assist with routine problems; problems that are not quickly resolved or require a subject matter expert may be escalated to the next level;
- Utilize and maintain service desk management application;
- Analyze, log, track and resolve software/hardware matters of significance pertaining to network connectivity issues, printer, servers, and applications to meet district needs;
- Manage and maintain printers, scanners, and other peripherals including firmware and driver updates;
- Provide initial new user training for Microsoft Office and other required applications as well as other end user IT training as necessary;
- Set up, configure, install, and document hardware and software;
- Provide support for mobile computing devices and remote access;
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians;
- Receive and maintain inventory of IT related assets according to internal control policies;
- Assist with creating and closing user accounts;
- Provide backup assistance to the Courtroom Technology Administrator and other IT staff;
- Participate in local or national conferences and similar gatherings to continue professional development; and
- Perform other related duties, as assigned.

QUALIFICATIONS

- Must have two years of specialized experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, mobile devices and their applications, terminology, methodology, and experience in end-user training. Proficiency in Windows and Microsoft Office products is required.

Additional requirements:

The successful candidate will be a customer service-oriented professional who is responsible, friendly, organized and have the following:

- Ability to follow IT security standards and defined policies and procedures, and accept responsibility for work product.
- Ability to independently analyze, isolate and solve IT related problems.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Ability to work on multiple tasks, be flexible and tactful when working under pressure in a team environment.
- Ability and willingness to travel occasionally to district offices and off-site training.

EDUCATION

High school graduation or equivalent required. College degree preferred.

BENEFITS

A generous benefits package is available and includes 13-26 days of annual leave, 13 days of sick leave, 11 paid holidays per year, retirement benefits including immediate matching contributions in the Thrift Savings Plan, pre-tax programs (health, dependent care and transportation), and insurance plans (i.e., health, life, disability, and long-term care). Transit Subsidy program is available.

CONDITIONS OF EMPLOYMENT

- Employees must be United States citizens or eligible to work in the United States.
- Employees will be hired provisionally pending the results of a background investigation.
- Employees are required to adhere to the [Code of Conduct for Judicial Employees](#).
- Employees are required to use Electronic Fund Transfer (EFT) for payroll deposit.
- Positions with the United States District Court Clerk's Office are **Excepted Service** appointments. Excepted service appointments are **at will** and can be terminated with or without cause by the Court.

APPLICATION INFORMATION

Interested applicants must submit four (4) items combined into one (1) PDF document: a cover letter, resume, the Application for Federal Employment (document can be found under "Related Links" on the Employment page of our website), and a list of professional references.

Applications received by March 12, 2026, will receive priority consideration. Submit electronically to jobbox1@vaed.uscourts.gov

Only applicants selected for an interview will be notified. Unsuccessful applicants will not receive notice.

The United States District Court is an Equal Opportunity Employer