

**UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TEXAS**

**Position: Student Intern
Information Technology**
Announcement Number: 2023-9
Location: Sherman/Plano,
Texas



U.S. District Clerk's Office
Human Resources
211 W. Ferguson Street
Tyler, TX 75702
Opening Date: March 1, 2023
Closing Date: Open until filled

Grade Range: CL 22
Salary: Approximately \$20
per hour, based on a 20-hour work week

NOTICE OF VACANCY

The United States District Clerk's Office for the Eastern District of Texas is a public service organization focused on providing exceptional customer service to the court, members of the legal community and the general public. Currently, we are seeking a highly motivated individual working toward a career in Information Technology (IT) to serve as an **Information Technology Student Intern**. There are seven Clerk's Offices within the Eastern District of Texas: Beaumont, Lufkin, Marshall, Plano, Sherman, Texarkana and Tyler. This position can be located in Plano or Sherman.

This is an excellent opportunity for students to gain professional experience while working for the federal judiciary.

POSITION OVERVIEW AND DUTIES:

The part-time (20 hours a week) student internship is located in the Clerk's Office at the U.S. District Court. The incumbent will provide a wide range of services to the IT department. This temporary internship opportunity will begin in May 2023 and continue for six months. Representative duties include:

- Monitor and assist with help desk calls and tickets. Elevate help desk calls to other IT staff when needed. Document help desk calls in ticket tracking system.
- Test newly purchased IT equipment for proper operation prior to relocating to secure storage. Assist with the organization of the IT staging facility including testing and cleanup of used equipment and identification of equipment for disposal. Sort, label and organize data, power and other miscellaneous cables.
- Assist with the installation, maintenance, testing and troubleshooting of courtroom Audio/Visual technology.
- Assist with the installation of IT infrastructure, including network data switches, data cabling, UPS units, server room and data closet cable management.
- Assist in developing IT documentation for end users as well as for internal IT department use only.
- Assist with the rollout and replacement of IT equipment for end users including zero clients, monitors, printers, keyboards, mice, UPS units and scanners.

- Provide in person hands on assistance to end users with court technology including mobile devices such as laptops, iPhones and iPads. Back up and upgrade iOS on court issued Apple devices.
- Shadow IT staff members to become familiar with the wide variety of duties within the department and gain knowledge of the technologies used in the court.
- Occasional same day travel to other divisions may be required.
- Increasing levels of responsibility and duties will be assigned based upon demonstrated abilities and positive performance evaluations.
- Other duties as assigned.

MANDATORY QUALIFICATIONS:

- High school diploma or equivalent required.
- At least 18 years of age and currently enrolled in an accredited undergraduate program pursuing an Information Technology related major (computer science, software engineering, programming, web development, IT security, etc.)
- Skill in using technology, including proficiency in Microsoft 365 and Windows 10.
- Detail oriented and excellent oral and written communication skills.
- Solid time management and critical thinking skills.
- Professional and positive demeanor appropriate for a court environment.
- Ability to maintain confidentiality, demonstrate sound judgment, handle sensitive information and exercise discretion at all times.
- Excellent customer service.
- Exhibit the qualities of judgment, temperament, integrity, trustworthiness and strong character required of an officer of the judiciary.

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. This position is eligible for paid holidays.

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 18, 19, and 20 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 (2023-9 Student Intern-IT in Sherman) 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 who 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.