

**DISTRICT OF IDAHO**  
**U.S. District and Bankruptcy Courts of the District of Idaho**  
**Opportunity Announcement 26-04**



**Pocatello, Idaho**  
[www.id.uscourts.gov](http://www.id.uscourts.gov)

**Position details:**

Job Grade: CL 25-26 (DOE)  
Salary Range: \$49,361-\$88,366 (DOE)

**Position type:**

Full-time, permanent

**Closing date:** Open until filled.  
Preference given to applications received before close of business, Friday, May 8, 2026.

**Materials must be submitted to:**

careers@id.uscourts.gov  
Attn: Crystal Hall, H.R. Specialist

**Applicants must provide (in one PDF attachment):**

1. Letter of interest
2. Current resume
3. Completed AO-78 Application Form (see below)

**Information Technology Support Specialist**

The consolidated United States District and Bankruptcy Courts for the District of Idaho are accepting applications for the position of **Information Technology Support Specialist**. There are three courthouses within the District of Idaho: Boise, Coeur d'Alene, and Pocatello. **Assignment of the position will be in the Pocatello courthouse.**

The United States District and Bankruptcy Courts for the District of Idaho invites applications for the position of Information Technology Support Specialist to provide help desk support to the Clerk's Office, judges, and chambers staff, including support for all PC-based information technology, as well as data and voice telecommunications. The incumbent has first line responsibility for providing technical and end-user support for PC-based systems in a help desk environment. They will also work with audio/video systems, including: courtroom sound, video evidence presentation equipment, projectors, and video conferencing equipment; smartphones; and mobile computing devices with support for traveling and home users who telework. This position reports directly to the IT Services Lead.

**Disclosures:** The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. Only qualified applicants will be considered for this position. Participation in the interview process will be at the applicant's own expense. As a condition of employment, the selected candidate must complete a background investigation and FBI fingerprint check. Applicants must be U.S. citizens or eligible to work for the United States. Court employees are considered "at will" employees in the excepted service and may be terminated with or without cause by the court.

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**Representative Duties:**

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems. Assist with web access. Provide information and assistance to users on applications such as word processing, e-mail and the Court's case management systems. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Install, configure and document hardware and software deployments.
- Provide support for smartphones, mobile computing devices and other remote access technologies. Confirm that back-ups are performed as required. Perform inventory control duties.
- Prepare and maintain documentation and standard operating procedures for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for VoIP telephone systems, such as additions, deletions and moves. Analyze help desk logs and propose solutions and documentation based on common issues.
- Recommend upgrade schedules and software standards for personal computers and other assigned systems. Develop upgrade procedures and plan for future growth.
- Maintain, install, and update personal computer workstations, including new product evaluation and software compatibility analysis. Maintain systems for imaging, software updates, and patch management. Evaluates, tests and installs off-the-shelf software.
- Coordinate video conferences for the court. This may involve tasks such as scheduling, troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Act as primary technical contact for contractors and other outside vendors when printers and photocopiers are under repair.
- Respond to day-to-day support needs of courtroom audio/visual systems in assigned office, including installation, support, maintenance, troubleshooting and repair. Repair on-site or coordinate repair of systems.
- Provide audio/visual systems training for court staff and the Bar. Assist in the development of system documentation and user-friendly resources for system operation.
- Assist with internal control compliance as required.
- Occasional travel to the Boise courthouse

**Minimum/Required Qualifications:**

- One year of specialized experience equivalent to work at the CL-24, which is defined overall as progressively responsible experience installing, configuring, and supporting computer systems and off-the-shelf software in a network environment.
- Specific skill and experience working with Microsoft Windows Operating Systems, Microsoft Office, and Adobe Acrobat products in a support capacity to end-users possessing varying skill levels and capabilities.
- Skill and experience providing PC hardware and software support to end-users with varying skill levels and needs.
- Travel is occasionally required, along with the ability to lift up to 50 lbs.

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**Court Preferred Qualifications:**

- IT related degrees or certifications.
- Skill and experience supporting an organization's telecommunications operations, including both data and voice communications.
- Skill and experience supporting audio/video systems and video conferencing solutions.
- Experience supporting smart phones and computing devices, such as the Apple iPhone and iPad, for a highly mobile workforce.

**Benefits:**

- Paid annual and sick leave
- 11 paid federal holidays
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Thrift Savings Plan (TSP) participation with up to 5% employer matching contributions
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Dental and vision benefits offered through the Federal Employees Vision and Dental Plan (FEDVIP)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible benefits program

**Process/Disclosures:**

The Application for Federal Employment form (AO-78) is available on our website in fillable format at [https://id.uscourts.gov/clerks/careers/Current\\_Job\\_Opportunities.cfm](https://id.uscourts.gov/clerks/careers/Current_Job_Opportunities.cfm) or at any of our office locations. Please print or type all information. If your application does not provide all information requested, or if your applicant packet is not complete or late, you may lose consideration for this position.

The Court requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Employees of the United States Courts are not included in the government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees

The Federal Financial Management Reform Act requires the direct deposit of federal wages. Relocation expenses will not be reimbursed.

**Due to the expected high volume of applicants for this position, the U.S. Courts for the District of Idaho will only contact those qualified applicants who will be invited for an interview.**

THE UNITED STATES COURTS FOR THE DISTRICT OF IDAHO  
IS AN EQUAL OPPORTUNITY EMPLOYER