



U.S. District Court Western District of Wisconsin Career Opportunity

Position:	Information Technology Support Specialist
Vacancy Number:	25-03
Location:	Madison, Wisconsin
Salary:	CL 25 (\$48,890-\$79,443) or CL26 (\$53,839-\$87,482) Salary classification dependent on qualifications and experience. Position is promotion eligible without further competition.
Date Posted	July 1, 2025 – open until filled
Closing Date:	Preference given to applications received by July 21, 2025

Position Summary

The U.S. District Court in Madison, Wisconsin is hiring a full-time IT Support Specialist to provide technical support for judges and staff. Responsibilities include installing, troubleshooting, and maintaining hardware, software, mobile devices, and courtroom technology, and assisting with IT administration tasks. The ideal candidate must have good technical knowledge and be able to communicate effectively.

Summary of Representative Duties and Responsibilities

- Provide technical support for desktops, laptops, mobile devices, courtroom technology, audio/visual equipment, court digital recording software, and other hardware and software used by court staff.
- Provide remote support to teleworkers, staff in other office locations, and employees in travel status.
- Serve as the first point of contact for judges and court staff seeking technical assistance in person, by telephone, and email.
- Provide technical support for desktops, laptops, mobile devices, and other hardware and software used by judges and court staff.
- Handle computer moves, new computer setups and changes in equipment and peripherals such as phones, printers, scanners, projectors, and copiers. Replace or upgrade software and hardware as directed. Test operating systems, browsers, and applications before deployment.
- Assist users experiencing difficulties in the use of office applications such as word processing, email, browsers, Adobe Acrobat, and other software programs used by the court.
- Educate users on the use of court hardware and software via individual help sessions, demonstrations, and writing user assistance material.
- Assist other IT team members with end user support, IT administration tasks, networking and audio/visual system support.

The U.S. Courts rely heavily on technology and automation and are using some of today's latest technology platforms. This position will have the opportunity to gain exposure to and provide support for technologies including:

- Microsoft Office 365
- Microsoft Active Directory
- Microsoft Exchange
- Microsoft SharePoint
- Mobile Device Management
- Virtualization and container technologies

Qualifications

Education and Eligibility Requirements:

- Minimum of a high school diploma or the equivalent.
- Must be a U.S. citizen or eligible to work in the United States.

Knowledge, Abilities and Experience:

- Knowledge of current technology, routine hardware maintenance and troubleshooting procedures, and commonly used software applications.
- Knowledge of IT security principles, practices, and policies.
- Knowledge of theories, principles, and practices for testing, installing, deploying, maintaining, and diagnosing problems with computer hardware and software.
- Familiarity with remote desktop and other remote support technologies.
- Hands-on experience with installing and troubleshooting hardware such as printers, desktops, monitors, laptops, tablets, and peripherals.
- Hands-on experience with installing and troubleshooting end user applications including:
 - Windows 10 & 11
 - Microsoft Office O365
 - Adobe Acrobat
 - Modern Web browsers (Safari, Firefox, Edge)
- Ability to communicate effectively, both orally and in writing, with individuals and in groups to provide information, facilitate meetings, influence decision-making, write procedures, and provide training.
- Ability to telework from home or alternate work location in the event the office is inaccessible due to inclement weather or other emergency.

Court Preferred Qualifications

One or more of the following:

- Certification with Microsoft, Linux, Cisco Networking, or similar technologies.
- Bachelor's degree in Information Technology, Computer Science or relevant field.
- Experience with scripting languages such as Python and PowerShell
- General knowledge of court functions and operations

- Federal judiciary work experience

Personal Characteristics:

- Excellent interpersonal skills and the ability to work collaboratively in a team environment.
- Maturity, good judgment, high ethical standards, and a positive work attitude.
- Highly organized and able to multi-task, as well as manage projects and meet deadlines.
- Ability to remain calm and professional in stressful situations.
- Ability to take initiative and work without direct supervision.
- Ability to communicate professionally, both orally and in writing.

Benefits

Federal benefits include paid vacation and sick leave, paid holidays, and retirement benefits. Optional benefits include health and life insurance, disability and long-term care insurance, dental and vision insurance, and a tax-deferred savings plan. This position is subject to mandatory electronic fund transfer (direct deposit) participation or payment of net pay.

General Information

- Applicants must be a U.S. citizen or eligible to work in the United States.
- This is a sensitive position within the Judiciary. The successful candidate is hired provisionally, pending the results of an FBI fingerprint and criminal background check and favorable employment suitability determination.
- Employees must adhere to the [Code of Conduct of Judicial Employees](#).
- Excepted service appointments are AT WILL and can be terminated with or without cause by the court.
- The best qualified will be contacted for interviews. Candidates for interviews may travel at their own expense or be interviewed via videoconference.

Procedures for Applying

In order to be considered for this position, go to:

[HR Employment Application System](#)

Complete the information fields and attach your cover letter, resume, references, and Judicial Branch Federal Employment Application (AO78). The AO78 is located in the above link.

The United States District Court reserves the right to amend the conditions of this job vacancy announcement, or to withdraw the announcement at any time without prior written or other notice.

The United States District Court is an Equal Opportunity Employer