Vacancy Announcement
Computer Scientist / Support Specialist
Information Technology Office
Federal Judicial Center
Washington, DC 20002-8003

The Federal Judicial Center (Center) is the federal courts' agency for research and continuing education. Congress established the Center in 1967 as a separate organization within the federal judicial system at the request of the Judicial Conference of the United States. A nine-member board, chaired by the Chief Justice of the United States, determines its basic policies.

The Information Technology Office (ITO) has an opening for a Computer Scientist/Support Specialist to work in a production environment. The Center's current systems environment includes virtualization technologies, storage area networks, file share appliances, automated backup systems, secure remote connectivity, intranet, and cloud services. The Center's cloud environment consists of Microsoft 365, Azure, Workspace One, and others. Microsoft 365 provides the Center with productivity apps and Workspace One is the Center's unified endpoint management service. Our current Azure footprint is small but growing. ITO Systems Team support multiple technology platforms such as Windows, UNIX, VMware, Citrix, IBM, and Microsoft. Systems are spread across two datacenters and the cloud. The hardware consists of HP SimpliVity, HP synergy, NetApp controllers and switches, CISCO routers, switches and hubs, NetApp storage solutions, and others.

DUTIES AND RESPONSIBILITIES:

The incumbent will be part of the ITO Systems Team and work under the supervision of the Support Lead, Systems Team Manager, and the ITO Director. The incumbent will be responsible for the direct support of FJC staff when technical questions or issues arise. The incumbent will also help plan and deliver training and facilitate the smooth transition of hardware/software updates.

Specific duties include (under the guidance of the Support Lead, Systems Manager, and Director of ITO and in collaboration with the other members of the Systems Team and FJC staff):

- Responding promptly to daily inquiries and reports received from FJC staff;
- Analyzing and troubleshooting reported problems and coordinating the technical resolution of such problems with other members of the ITO or vendors as necessary;
- Documenting solutions to problems;
- Working with Support Lead and Systems Team members to recommend user friendly solutions with the purpose of increasing user productivity, efficiency, and solving user problems based on direct interaction with FJC staff;
- Providing real-time technical support for Microsoft Teams and Zoom for Government meetings;
- Working on both PCs and Macs;
- Acting as a liaison to other members of ITO and vendors to resolve day-to-day and complex user issues;

- Meeting with other members of the Systems Team on a regular basis to discuss status, options, and proactive solutions to problems that arise;
- Recommending, organizing, and delivering classroom and online training on technology updates affecting Center staff;
- Assisting in testing and providing feedback before updates are rolled out to users;
- Drafting, documenting, and testing procedures for the introduction of new systems and applications and coordinating the execution of those procedures;
- Tracking inventory of hardware/software;
- Conduct regular equipment A/V checks in conference rooms;
- Adhering and complying to the security and resource protection guidelines of the Center;
- Occasional travel; and
- Performing other duties, either as assigned or on the incumbent's initiative.

MANDATORY QUALIFICATIONS:

- Possess an undergraduate degree;
- Have two years of related work experience;
- Display excellent collegial and customer service skills;
- Be able to write clearly when conveying complex technical concepts;
- Be professional and maintain decorum in high stress and time sensitive situations;
- Use organizational and time management skills and tools when carrying out responsibilities;
- Demonstrate the ability to work collaboratively and cross-functionally;
- Possess a drive to keep pace with industry changes and innovations;
- Possess analytical skills and the ability to quickly troubleshoot and solve technical problems; and
- Communicate effectively and professionally as a member of a highly productive Systems Team working on multiple, simultaneous initiatives.

DESIRABLE QUALIFICATIONS:

- Have demonstrated experience with cloud technologies such as Microsoft 365, Azure, MacOS and/or MDM such as Workspace One and Intune;
- Have a keen interest in cybersecurity concepts and their importance;
- Be familiar with Mobile Device Management (MDM) platforms;
- Be familiar with desktop Productivity Applications: Microsoft 365, Adobe Acrobat, Adobe Creative Cloud, AI, FileMaker, etc.;

- Be familiar with NetApp or other storage technologies;
- Have experience with creating user documentation;
- Have experience in identifying and recommending proactive solutions and efficiency steps to continuously improve the user experience;
- Possess time and work management skills;
- Possess the ability to respond quickly to daily requests; and
- Have an understanding of, or an interest in, the federal courts.

SALARY AND BENEFITS:

The starting salary is set at $86,169 (includes 2026 D.C. locality). This position falls in the Center's pay band 4, which has a salary range up to $156,297. For a successful candidate not currently a member of the Center staff, a higher starting salary, not to exceed $90,478 (includes 2026 D.C. locality) may be considered if the candidate furnishes proof that their current salary falls above the pay band 4 minimum salary of $86,169 (includes 2026 D.C. locality), in which case the Center would match that salary up to the starting salary limit of $90,478. This is the maximum starting salary, and it is non-negotiable. If the successful internal candidate's salary falls above the range minimum, that salary will be matched up to their current salary.
Federal government benefits are applicable. An array of supplemental benefits is also offered, including a transportation subsidy and a flexible benefit program allowing for pre-tax deductions for health insurance, health care, dependent care, and commuter expenses. The FJC is in the Thurgood Marshall Federal Judiciary Building, conveniently situated to public transportation directly beside Union Station. The Marshall Building houses a child development center, a health fitness facility, and a cafeteria for its tenants.

The Federal Judicial Center offers a range of telework and flexible work schedule options based on the employee's position categorization. This position requires working at the Marshall Building on a regular schedule and permits some telework. When business needs arise, all Center employees are required to work at the Marshall Building. The Center does not pay for relocation expenses; however, Center employees receive reimbursement for all official business travel.

This position does not carry the tenure rights of positions in the competitive civil service.

APPLICATION PROCEDURES:

In a brief cover letter referring to Announcement #26-04, please summarize how you satisfy the qualifications listed above. Applications without the required cover letter or with cover letters that do not address the qualifications will not be considered. Along with the cover letter, please include a current resume that specifies dates of employment and responsibilities for all related positions. **A cover letter and resume in a single combined PDF document is required.** Name

the file using your last name, first name, and the announcement number, as follows: Lastname.Firstname.26-04.pdf. Information provided in the transmittal email will **not** be considered part of the application.

All applications should be submitted by email to personnel@fjc.gov.

When applying, please refer to Announcement #26-04. This vacancy will remain open until filled, but **to assure full consideration, your application must be received by 11:59 p.m. on March 23, 2026.**

KEY REQUIREMENTS:

- Selectee must be a United States Citizen, subject to the exceptions enumerated at https://www.uscourts.gov/careers/search-judiciary-jobs/citizenship-requirements-employment-judiciary.
- Selectee must favorably complete a background investigation.
- Relatives of Center staff members may not be employed at the Center in any capacity.
- All requirements must be met for full consideration.

The Federal Judicial Center is an Equal Opportunity Employer and is committed to achieving a diverse workforce and an inclusive work culture. It strives to maintain a professional and collegial workplace in which everyone is valued and treated fairly and respectfully.