



IT User Support Technician I

Vacancy Announcement #WI26-19

Position Title: IT User Support Technician I
Position Type: Full-Time, position subject to availability of funding after 18 months
Location: Wichita, Kansas
Open Date: April 8, 2026
Closing Date: Open until filled
Starting Salary Range: CPS CL 25/1 to CL 25/25: \$49,361 to \$61,722, with salary potential for well qualified candidates or current federal employees up to \$80,265 based on [CPS Guidelines](#)
Promotion Potential: Up to IT Technician II CL27, \$97,098, without further competition

POSITION OVERVIEW

The United States District Court for the District of Kansas is a federal trial court accepting applications for an IT User Support Technician I for its Wichita division, which is one of three locations across the state. An IT Technician supports a variety of users, including federal judges, their chambers staff, the clerk’s office, and the U.S. Probation Office, which includes law enforcement officers. This position is primarily onsite and includes districtwide help desk coverage as well as deskside support in their assigned duty station, when necessary. The position also includes software and hardware deployments, and courtroom A/V troubleshooting during court proceedings. The incumbent may be required to occasionally flex their working hours for off-hours maintenance. Some travel to divisional offices or other locations for offsite events may also be required.

REPRESENTATIVE DUTIES

- Provide high quality, relevant, and timely support, both in person and remote, including on-boarding and off-boarding procedures for employees and interns.
- Facilitate the deployment of new hardware and software solutions.
- Develop, organize, facilitate, prepare materials for, and deliver a variety of remote and in-person training.
- Maintain and update IT asset inventory and tracking for use in accountability and audit procedures.
- Assist in the setup and support for local events requiring IT solutions.
- Perform hardware maintenance, testing, and troubleshooting for all Laptops, Desktops, Peripherals, Printers, Copiers, Scanners, Phones, and Tablets. Additional interaction with other technological solutions as needed.
- Assist Engineers with local troubleshooting, updates, and implementations.
- Serve as a point of contact for local contract work requiring IT intervention.
- Administration and updating of court issued mobile devices utilizing the Workspace One MDM solution.
- Provide, maintain, and update detailed documentation for implementations and problem fixes utilizing ticketing solution and designated knowledge repositories.
- Clearly collaborate and communicate, both with fellow members of the Systems division and the various departments of District Court and U.S. Probation Office, leading to documentation of needs and requests.
- Assist in the use and troubleshooting of specialty systems, including Facility Access Card Printing, Fingerprinting, JERS system, Courtroom systems, and Conference Room solutions.
- Prepare end of life solutions for excess through data scrubbing, hardware removal, and inventory management operations.

REQUIRED EXPERIENCE AND QUALIFICATIONS

- A High School Diploma or equivalent.
- Two years of general clerical or administrative experience, which may be substituted with post-secondary education.
- At least one year of specialized experience in progressively responsible work closely related to the duties of this position.
- Accuracy and attention to detail.
- Excellent collaboration skills with Finance and other court staff.
- Demonstration of the ability to consistently present a professional demeanor.
- Time management skills, ability to handle multiple tasks simultaneously and with accuracy while also meeting deadlines.

- Possess strong interpersonal, organizational, analytical, verbal and written communication skills.

PREFERRED QUALIFICATIONS

- Bachelor's degree in computer science or related field from an accredited college or university.
- Experience leading projects, documenting procedures, automating tasks, testing new solutions, always with a focus on continuous improvement.
- Accuracy and attention to detail.
- Excellent collaboration skills with IT and other court staff.
- Familiarity with and the ability to do basic troubleshooting of various Audio/Video solutions and thorough troubleshooting of software solutions, including VMware Horizon, VPN solutions, various browsers, Zoom, Windows 10, Microsoft Office 365, Adobe Acrobat, Microsoft Active Directory, Apple iOS, and other solutions as required.
- CompTIA A+ and Network+ certified.
- Experience with recent versions of software including Microsoft Active Directory, Microsoft Windows 10, Microsoft Office 365, Outlook, Zoom, Adobe Acrobat, DUO Mobile 2FA, Apple desktop operating systems and software, Apple iOS mobile devices and printer/copier/scanner devices.
- Familiarity with Linux operating environments.
- Desire to learn and take on new challenges.

BENEFITS

1. 13 days paid vacation for each of the first three years
2. 20 days paid vacation annually after three years
3. 26 days paid vacation annually after 15 years
4. 13 days paid sick leave per year
5. 11 paid holidays per year
6. Up to 12 weeks Paid Parental Leave for eligible employees
7. Choice of healthcare coverage, including dental & vision coverage
8. Life insurance options
9. Participation in the Federal Employees Retirement System (government pension)
10. Participation in the Thrift Savings Plan (tax-deferred retirement savings plan)
11. Participation in the Flexible Benefits Program
12. Employee Recognition Program
13. Employee Assistance Program
14. Access to National Judiciary Training programs
15. Student Loan Forgiveness through [PLSF](#)
16. Free parking
17. Free onsite fitness center

APPLICATION PROCEDURE:

To apply for this position, submit the following items combined into a single, pdf document:

- 1) cover letter
- 2) a resume

[3\) AO 78 Federal Judicial Branch Application for Employment and District of Kansas Supplemental Form*](#)

- Complete applications should be submitted by email to: HR@ksd.uscourts.gov.
- The subject line of the e-mail must include both the position title (IT User Support Technician I) and the position number (WI26-19).
- You SHOULD respond to questions 19, 20, and 21 of the AO 78 application form, in accordance with the Fair Chance to Compete with Jobs Act of 2019.

The U.S. District Court may modify or withdraw this job announcement without prior notice. One or more positions may be filled from this vacancy announcement. This position is in the excepted service, not the competitive civil service. This position is subject to mandatory participation in electronic payment of net pay (i.e. Direct Deposit) and a favorable background check, which may be subject to periodic updates. The U.S. District Court requires employees to adhere to a Code of Ethics and Conduct. Due to the volume of applications received, the court may only communicate to those individuals who will be interviewed for open positions. Travel and relocation expenses are not available. Applicants must be United States citizens or eligible to work for the United States Government.

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