



**CAREER OPPORTUNITY ANNOUNCEMENT**  
**U.S. PROBATION & PRETRIAL SERVICES OFFICE**  
WESTERN DISTRICT OF ARKANSAS

**ADMINISTRATIVE SUPPORT TECHNICIAN**

**POSITION DETAILS**

**Announcement#:** 18-USPO-03

**Title:** Administrative Support Technician

**Location:** Fort Smith, Arkansas

**Classification Level:** CL-27

**Salary Range:** \$48,951-\$79,617

**Opening Date:** Friday, January 19, 2018

**Closing Date:** This position will remain open until filled. Preference will be given to applications received before close of business on Friday, February 16, 2018.

**POSITION OVERVIEW**

The United States Probation Office for the Western District of Arkansas is seeking a qualified individual for the position of Administrative Support Technician. Administrative Support Technicians perform and coordinate administrative, technical, and professional work related to multiple administrative functions, such as office management, property management, statistical maintenance, and information technology, including ensuring compliance with the appropriate guidelines, policies, and approved internal controls. This position includes those “mixed duties” or hybrid jobs that provide a variety of administrative and technical assistance to ensure the smooth and efficient management of the office. The Western District of Arkansas spans a geographical area encompassing 34 counties. The U.S. Probation Office is headquartered in Fort Smith with staffed divisional offices in Fayetteville, Hot Springs, El Dorado, and Texarkana. The district has three district judges, two senior judges, and three magistrate judges.

**REPRESENTATIVE DUTIES**

- Prepare and design reports, forms, notices, and other correspondence and documents using word processing software, forms design software, and other technologies. Assist with preparing correspondence and documents, including typing, formatting, and proofreading.
- Perform data entry functions. Generate standard reports from databases and computerized systems. Develop and maintain logs, tracking forms, spreadsheets, and databases for the purpose of tracking statistical information and data. Assist with the preparation of monthly and quarterly statistical reports. Assist in determining what information can be purged or archived from database.
- Serve as the district’s custodial officer. Responsible for the accounting and safeguarding of personal property. Perform inventory control duties, which include updating the inventory listing of property and conducting inventory reconciliations.
- Update training aids. Assist in the production of training materials, including on-the-job training manuals. Oversee, review, and approve information posted on local knowledge base site.
- Respond to research requests and prepare reports. Design, implement, and perform quality control audit procedures and practices.
- Assist with providing end user support and routine troubleshooting.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Assist with setting up, configuring, and installing hardware and software.
- Assist with providing support for mobile computing devices and remote access.
- Assist with cabling support when needed.
- Develop, operate, and maintain websites and pages using established web technologies and programming languages.
- Work closely with management, staff, and information technology staff in recommending and implementing new case management functionality. Test new case management system releases from the Administrative Office.
- Remain current and knowledgeable of all PACTS national updates and new generations provided by the Administrative Office. Write, run, and distribute PACTS routine and special request statistical reports for managers and the court, including DSS reports.
- Perform other duties as assigned.

## **REQUIRED EDUCATION & EXPERIENCE**

Two years of specialized experience (defined below), including at least one year equivalent to work at CL-25;

**or**

Completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:

- An overall "B" grade point average equaling 2.90 or better of a possible 4.0.
- Standing in the upper third of the class.
- "3.5" average or better in the major field of study, such as business or public administration, human resources management, information technology, industrial relations, or psychology.
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.

**or**

Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law, or other field closely related to the subject matter of the position.

## **SPECIALIZED EXPERIENCE**

Progressively responsible experience that is in, or closely related to, the work of the position that has provided the particular knowledge, skills, and abilities to successfully perform the duties of the position.

## **DESIRED SKILLS & CHARACTERISTICS**

- Skill in gathering, researching, and analyzing data. Skill in preparing reports and presentations. Skill in negotiating to resolve problems. Ability to deliver quality work products.
- Ability to follow detailed instructions accurately and meet established deadlines and commitments. Skill in organizing and prioritizing own work.
- Ability to work independently as well as the ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, procedures, and policies.
- Skill in compiling information accurately. Ability to analyze information from databases to identify errors and deficiencies, and make corrections when necessary.
- Skill in working with end users and analyzing their needs and product requirements to create new and functional designs. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement workable solutions.
- Knowledge and skill in the use of automated computer-based systems and a variety of office equipment and applications, such as word processing, databases, spreadsheets, web-based applications, form design software, requisite court computer programs, and related databases and applications. Skill in extracting information from databases and designing reports. Skill in using computer software and other technology to enhance efficiency.
- Ability to lift and move moderately heavy items.
- Possess maturity, good judgment, high ethical standards, and a positive work attitude.
- Ability to communicate effectively and professionally, both orally and in writing with individuals and groups to provide information and guidance. Superior attention to detail.
- Ability to remain calm and professional in stressful situations.
- Ability to take initiative and work well without direct supervision.
- Desire to contribute to a positive work environment and work harmoniously with others.

## **PREFERRED EDUCATION & EXPERIENCE**

Three years of specialized experience and completion of a bachelor's degree from an accredited college or university.

## **CONDITIONS OF EMPLOYMENT**

Applicants must be U.S. citizens or eligible to work in the United States. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net earnings. The court requires employees to adhere to the Code of Conduct, which is available at [www.uscourts.gov](http://www.uscourts.gov).

As a condition of employment, the selected candidate must successfully complete a five-year background investigation with periodic updates every five years thereafter. Any applicant selected for a position will be hired provisionally pending successful completion of the background investigation. Unsatisfactory results may result in termination of employment.

### **BENEFITS**

Employees of the United States Probation Office are eligible for a full range of benefits to include retirement, health and life insurance, flexible benefits, long-term care insurance, paid holidays, and annual and sick leave accrual. Additional benefit information is available at <http://www.uscourts.gov/careers/benefits>.

### **APPLICATION PROCEDURES**

Qualified applicants should submit a complete application packet which includes: (1) a letter of interest, (2) a current and detailed resume, (3) list of three references, (4) copies of college transcripts, (5) and a completed Application for Judicial Branch Federal Employment (Form AO-78). You may download this form from our website [www.arwp.uscourts.gov](http://www.arwp.uscourts.gov). The letter of interest must state why you are interested in this position and what best qualifies you. Attachments must be saved as a single PDF file. Email your complete packet to: [hr@arwp.uscourts.gov](mailto:hr@arwp.uscourts.gov). You must reference the vacancy announcement number in the subject line of your email.

Only qualified applicants will be considered for this position. Incomplete applications may not be considered. The court is not authorized to reimburse travel expenses for interviews.

### **ADDITIONAL INFORMATION**

The court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. The court will only communicate with those qualified applicants who are selected for interview. If you are not notified, another applicant was selected.

The court provides reasonable accommodations to applicants with disabilities in accordance with the Americans with Disabilities Act. If you need a reasonable accommodation, please notify Human Resources at [hr@arwp.uscourts.gov](mailto:hr@arwp.uscourts.gov). The decision on granting reasonable accommodations will be made on a case-by-case basis.

**THE UNITED DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER  
AND VALUES DIVERSITY IN THE WORKPLACE.**

*Applicants may view the district's Equal Employment Opportunity (EEO) and  
Employment Dispute Resolution (EDR) Plan on our website at [www.arwp.uscourts.gov](http://www.arwp.uscourts.gov).*