



# UNITED STATES DISTRICT COURT FOR THE DISTRICT OF UTAH

## SALT LAKE CITY, UTAH

### VACANCY ANNOUNCEMENT

## COURTROOM TECHNOLOGY (AV) SPECIALIST

02-UTD-21

OPEN DATE: FEBRUARY 23, 2021

CLOSE DATE: OPEN UNTIL FILLED

The U.S. District Court for the District of Utah is seeking applications from qualified candidates for the position of a full time Courtroom Technology Specialist. The position is a Court Personnel System Classification Level 26, with an annual salary of \$47,071 - \$58,842 depending on qualifications.

#### POSITION OVERVIEW:

The successful candidate will work in a team environment providing support to the staff of the U.S. District Court under the direct supervision of the Information Technology Director. The Courtroom Technology Specialist is responsible for planning, research, installation, maintenance, support and training for courtroom audio/video systems and services. Responsibilities include courtroom sound, streaming audio and video, video/electronic evidence presentation equipment, displays, recording and video conferencing equipment at multiple court locations within the district.

#### REPRESENTATIVE DUTIES:

- ❖ Assist in the development and instruction on procedures for coordinating video and teleconference for the court. Coordinates video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- ❖ Serve as instructor for non-technical staff on technology techniques, applications, and unitization. Assist in developing procedural guidelines and training documentation, as needed for end users.
- ❖ Assist in the oversight of the operation of courtroom technology (audio reinforcement/sound system and video evidence preservation) to ensure reliable and effective operation. Perform requisite programming to systems to accommodate local needs.
- ❖ Serve as liaison with other federal agencies such as the US Attorney's Office and Federal Public Defender's Office, and ensure office receives adequate notice of available court technology. Serve as training coordinator for bar groups using court technology.
- ❖ Provide support for video and audio teleconferencing technologies, including in-person support for court proceedings and events which utilize such technologies.
- ❖ Test and evaluate new technology prior to application in court environments.
- ❖ Participate in developing and implementing short-term and long-range technology improvement plans for the court, ensuring that the changes can be implemented with minimal disruption of on-going operations. Recommend, schedule, plan, and oversee the installation and testing of new products and improvements to computer systems.
- ❖ Provide on-site repair, reconfiguration, adjustments and replacement of audio/visual equipment and supplies. Troubleshoot devices at the hardware level. Configure devices and systems for proper operation.
- ❖ Implement standard policies and procedures to accommodate the utilization of mobile technology improvements, ensuring minimal disruption to courtroom activities.
- ❖ Advise the court in areas of technology support, requirements, and capabilities including anticipation of future requirements and resolution of potential problems prior to implementation. Monitor latest technology and recommend, and install system upgrades or features, which satisfy local court needs. Make adaptations to national systems. Plan and install specific systems to meet specialized local needs.

- ❖ Work is performed primarily in person or telephone, and occasionally via remote control (VNC and Remote Desktop Connection).
- ❖ Provide information and assistance to court staff via the IT helpdesk for courtroom and general technology issues. Troubleshoot and provide guidance on technical program problems while logging assistance requests and prioritizing the users need for immediate or subsequent assistance.
- ❖ Keep IT Director apprised on the status of parts, supplies and equipment that may need replenishing. Assists with the management of a recorded physical inventory of all audio/visual equipment and with property disposal activities for surplus/obsolete A/V equipment.
- ❖ Assist with office and chambers moves, reconfiguring and reconnecting equipment in new locations.
- ❖ Provide basic technical support of telephone systems, courtroom technology, mobile devices and audio/visual systems, as required.
- ❖ Perform general duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

A candidate must be a high school graduate or equivalent and have two years of specialized experience equivalent to work at CL-25. A minimum of two year specialized experience in progressively responsible information technology and audio/video experience, including researching, installing and maintaining audio/video systems. Qualified applicants must possess a thorough knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, data communications, including the latest developments in computer hardware, software and computer networks. Applicants must be skilled in assisting or training non-automation personnel in automation techniques and processes. The incumbent must accomplish assigned work independently and accurately within specified time limits. Applicants should be well groomed and exhibit a professional appearance. A bachelor's degree in a related field may be substituted for general work experience.

The employee must be able to occasionally work after hours and weekends, as required, in order to provide high quality, timely A/V support with minimal adverse impact upon court operations. Some travel, including overnight trips within the state, may be required. Connecting and troubleshooting equipment will require the physical ability to lift, move, and access equipment in tight workspaces. Must be able to lift 75 lbs.

#### **PREFERRED QUALIFICATIONS:**

- Thorough knowledge of audio/visual systems, audio/visual distribution systems, video conferencing systems, digital video camcorders/recording equipment, A/V and data cabling, and A/V infrastructure. Working knowledge of A/V control programming.
- Ability to analyze, evaluate and determine audio/visual needs and plan solutions to meet those needs.
- Evidence of strong analytical and technical analysis/troubleshooting skills.
- Significant experience in hands-on, field-level troubleshooting, repair, adjusting/tuning, and replacement of A/V components, including but not limited to Crestron, AMX, Extron, QSC, BiAmp, and Polycom products.
- Strong working knowledge of information technology equipment and software, including Windows and Apple desktop/laptop computing hardware and software, basic Windows fileserver administration, and Microsoft Active Directory; and experience with Microsoft Office products including Word, Excel, Outlook, and PowerPoint.
- Working knowledge of video editing techniques and software (e.g., Avid Media Composer and Apple Final Cut Pro).
- Working knowledge of IP networking concepts including IP addressing, VLANs, data switch configuration, and basic troubleshooting.
- Avixa/InfoComm CTS, CTS-D, or CTS-I certification is preferred.

Preference will also be given to candidates whose work experience provides evidence of strong customer service skills; sound professional judgment; the ability to work cooperatively with clients, team members, and managers; the ability to handle multiple priorities in a fast-paced environment; and the ability to follow an assigned project through to

completion. An associates or bachelor's degree from an accredited university or college in computer science, information technology or related field is also preferred.

**SALARY AND BENEFITS:**

The salary for this position is at CL 26 (step 1-25) or \$47,071 - \$58,842 depending on length and relevance of experience. There is potential promotional opportunity up to a CL27 without further competition. The position falls within the Judicial Branch of the U.S. Government and the benefits include: health, dental, vision, life, paid vacation and sick leave, retirement benefits and tax deferred savings plan. This position is subject to mandatory direct deposit participation.

**CONDITIONS OF EMPLOYMENT:**

All application information is subject to verification. As a condition of employment, the selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter. The Courtroom Technology Specialist is an excepted service position, serves at the pleasure of the court and is an 'at will' employee and can be terminated with or without cause. Applicants must be United States citizens or lawful permanent residents actively seeking citizenship. All judiciary employees are required to adhere to the Judicial Code of Conduct..

**APPLICATION INSTRUCTIONS:**

Qualified candidates are invited to submit:

1. Letter of interest
2. Detailed resume including education, previous employment, and salary history
3. Application for Judicial Branch Employment (AO78)

The [application form](#) (AO78) is available on the court's website <http://www.utd.uscourts.gov> or at the address listed below from 9:00 a.m. to 4:30 p.m. Monday - Friday. Preference will be given to application packages received by Monday, March 15, 2021; however, the position will remain open until filled. Incomplete applications will not be considered. Applications will be screened for qualifications and only the most qualified applicants will be contacted and selected for a personal interview. Applications selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed. Applicants who are invited to interview may advise the Human Resources Office if an accommodation is necessary.

Please email application packages in PDF format to [UTD\\_HumanResources@utd.uscourts.gov](mailto:UTD_HumanResources@utd.uscourts.gov)

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Or mail or hand deliver to:

**United States District Court  
Human Resource Office  
Attn: Courtroom Technology Specialist  
351 South West Temple  
Salt Lake City, UT 84101**