

CAREER OPPORTUNITY

UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF ILLINOIS



POSITION: IT Support Specialist
VACANCY NUMBER: 2026-13
LOCATION: East St. Louis, Illinois
SALARY RANGE: CL 27 to CL 28 (\$61,248 to \$119,347)*
DATE POSTED: September 28, 2026
CLOSING DATE: October 19, 2026, at 4:00 PM CT **

* Position is promotion eligible to CL 28 without further advertisement or competition.

* Salary set based on qualifications, experience, and pay setting rules per *The Guide to Judiciary Policy*.

** Application packets will be reviewed upon receipt, and interviews may be held, as well as a candidate selected, prior to the closing date of this announcement.

POSITION SUMMARY

The United States District Court for the Southern District of Illinois is seeking a qualified candidate to fill a full-time IT Support Specialist position. The position provides a great opportunity to begin or continue a career in the Judicial Branch of the federal government. The IT Support Specialist is essential to ensuring the reliability and performance of automated systems. The IT Support Specialist will provide information technology support to users, computer systems, networks, and software applications. This position provides knowledge and assistance in developing and implementing procedures needed to ensure continuous improvement in system functionality, and to maintain the Court's automation tools. The incumbent develops and provides automation training for end-user personnel.

SUMMARY OF REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Provide onsite, in person, and remote help desk support for IT equipment, systems, and users.
- Monitor and maintain day-to-day IT operations, ensuring system reliability.
- Support Microsoft 365, VPN connectivity, antivirus software, and remote support tools.
- Configure, deploy, maintain, and troubleshoot desktop and laptop hardware/software.
- Create and deploy Windows desktop images.
- Assist security officer with remediation of vulnerabilities post security scans.
- Monitor national communications regarding potential problems and improvements.
- Support mobile devices and mobile operating systems.
- Collaborate with IT staff across divisions to standardize systems and practices.
- Assist with maintaining and supporting courtroom audio-visual equipment and evidence presentation systems.
- Maintain documentation for user guides, systems, and applications.
- Manage IT inventory lifecycle, including logistics, receiving, tracking, data entry, and deployment.
- Assist in IT project implementation, integration, and system improvements.
- Maintain inventory and asset tracking records. Incumbent will serve as primary custodial officer after completion of training.

- Occasional after-hours work will be required to support scheduled or emergency updates, upgrades, or disaster-recovery testing. Periodic overnight travel for IT conferences or seminars may also be necessary.
- Other information technology related duties as assigned.

QUALIFICATIONS

The successful candidate must possess a bachelor's degree from an accredited institution in information technology, or a field closely related to the subject matter of the position, or technical certifications such as Microsoft 365, CompTIA A+, Network+, or other technology standard. Minimum of four (4) years of progressively responsible IT experience is preferred but not required.

To qualify at the CL 28 level, the applicant must have at least two years specialized experience, including at least one-year equivalent work at the next lower level (CL 27) or completion of a master's degree or two years of graduate study (27 semesters or 54 quarter hours) in an accredited university in a field closely related to the subject matter of the position.

Specialized experience is progressively responsible experience that includes:

- Experience with IT systems, data processing, and communications.
- Experience supporting hardware/software in a user-based environment.
- Experience with desktop imaging and deployment.
- Experience supporting mobile device management.
- Experience providing technical support to a hybrid workforce.
- Advanced knowledge of Microsoft 365 applications.
- Excellent communication, troubleshooting, organizational, and documentation skills.
- Must be able to manage multiple priorities and projects with limited supervision.
- Skilled in advising technical and non-technical customers in automation techniques and processes.
- Excellent customer service skills.
- Self-motivated, results-driven, and detail-oriented.
- Candidate must be able to lift and move items weighing up to 50 pounds.

COURT PREFERRED SKILLS

Prior experience in the federal judicial system, especially as Systems Support or System Administrator. Experience with electronic case filing systems, such as CM/ECF NextGen. Excellent academic credentials. Superior troubleshooting skills. Strong organizational skills. Ability to prioritize tasks and juggle competing demands. Exceptional ability to communicate, articulate, and relate to coworkers and others with professionalism and integrity. Self-motivated, able to manage multiple tasks and meet competing deadlines. Desirable qualifications include detail-oriented, reliable, excellent oral and written communication skills, superb analytical skills, understanding of court processes, familiarity with the Federal Rules of Civil and Criminal Procedure, ability to work as part of a team, and an aptitude for working well under pressure.

BENEFITS

Judiciary employees serve under excepted appointments (not civil service). Excepted appointments are at will and can be terminated with or without cause. Federal benefits include paid vacation and sick leave, paid holidays, and retirement benefits. Optional benefits include health insurance, life insurance, flexible spending accounts for health and dependent care, dental and vision insurance, and a tax-deferred savings plan. For more detailed information about Federal Judiciary benefits, please visit the United States Courts website at <https://www.uscourts.gov/careers/benefits>. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

BACKGROUND INVESTIGATION REQUIREMENTS

As a condition of employment, the selected candidate must successfully complete a ten-year FBI background investigation with continuous vetting after an initial background investigation. The selectee may be appointed provisionally, and retention will depend upon a favorable suitability determination of the background check.

PROCEDURES FOR APPLYING

Application packets should include the following:

- A letter of interest;
- Résumé;
- AO 78 (revised 05/24) Application for Judicial Branch Federal Employment (located on the court's website at www.ilsd.uscourts.gov);
- Names, addresses, and telephone numbers of three professional references.

[Click here](#) to apply using our HR Employment Application System. Receipt will be acknowledged by the Human Resources Department via e-mail. If you do not receive email confirmation please contact Human Resources at (618) 482-9224. Any questions regarding this vacancy should also be directed to Human Resources. Application packets must be received by 4:00 PM Central Time on the closing date. Incomplete and late application materials will not be considered. Application packets will be reviewed upon receipt, and interviews may be held, as well as a candidate selected, prior to the closing date of this announcement.

Applicants must be United States citizens or eligible to work in the United States. Selection will be consistent with the federal judiciary's policy to provide equal employment opportunity and to promote and facilitate diversity, equity, and inclusion in its workforce. Applicants selected for interviews must travel at their own expense, and relocation expenses will not be reimbursed.

The Court provides reasonable accommodation to applicants with disabilities on a case-by-case basis for any part of the application or hiring process. Please contact Human Resources at (618) 482-9224 with any reasonable accommodation requests.

The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement, any of which may occur without prior written or other notice. If a similar position opens within 90 days of the closing date of this announcement, applicants under this announcement will be considered without further advertisement and competition. Employees are required to adhere to a Code of Ethics and Conduct, which is available to applicants for review upon request.

Court's Mission

Our mission is to resolve judicial matters fairly and justly in a manner that will uphold and defend the Constitution of the United States. We are committed to doing so through communication and education in order to ensure respect for the Court. We work to resolve disputes in a timely and efficient manner to promote the public's confidence and trust in the Judiciary of the United States and to protect individual rights and liberties through law.

Clerk's Office's Mission

The mission of the Clerk's Office is to provide administrative and case management support to the district court, members of the bar, the public, and all government agencies in a professional, timely, and efficient manner. Through teamwork, we perform our duties with courtesy, respect, equality, and fairness, thereby promoting public trust and confidence in the judicial system. Success is linked to commitment, and we are committed to excellence.

THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF ILLINOIS IS AN EQUAL OPPORTUNITY EMPLOYER.