



VACANCY ANNOUNCEMENT

UNITED STATES DISTRICT COURT AND PROBATION OFFICE

Southern District of Iowa

www.iasp.uscourts.gov

Position: IT Specialist
Posting: 26-04
Opening Date: February 26, 2026
Closing Date: Open until filled
Location: Des Moines, IA or Davenport, IA
Classification Level/Salary Range: CPS CL 27 (Des Moines \$60,217-\$97,886; Davenport \$60,686-\$98,649; salary is based on experience and qualifications in accordance with the Court Personnel System.

Position Overview

The successful candidate will be working with a highly collaborative team across our district and be involved in activities such as IT security, courtroom technology and audio/video systems, server management, user support, and special projects bringing innovation to the Judiciary. This position is in the consolidated Information Technology Department of the United States District Court and Probation Office for the Southern District of Iowa. The incumbent will support specialized systems and provide technical support to approximately 100 court staff users, three district court judges and three magistrate judges.

The incumbent will primarily provide specialized support and maintenance of A/V systems, IT security programs, chambers technology, and other technology. The primary duty station will be either in the Des Moines or Davenport courthouse, with occasional travel to divisional offices within the district. This position reports directly to the Director of IT.

Duties and Responsibilities

IT Security

Assist in the day-to-day oversight and implementation of our security program, including:

- Maintain security software on desktops and servers including EDR and vulnerability monitoring software.
- Act as a point of contact during IT security events.
- Assist in device log reviews.
- Configure and maintain device security baselines.
- Evaluate, plan, test, and validate the deployment of patches, security updates, and system upgrades for servers, workstations, and network infrastructure. Monitor vendor communications to ensure updates are tested and implemented promptly.

Courtroom and A/V Technology

Learn the use of our courtroom and conference room audio/video systems and related technology to support daily operations and court matters:

- Provide assistance with A/V equipment and applications during hearings and events.
- Assist in supporting judges, courtroom deputies, court reporters and other staff with respective technology needs, including room controls, real-time text, videoconferencing, interpretation, and remote hearings.

- Bring the curiosity and analytical mindset needed to navigate integrated system dependencies and manufacturer configuration tools to effectively troubleshoot cross-platform communication.
- Provide training and documentation for A/V systems.

Help Desk Support

Working with others on the team, perform general support, troubleshooting, and help desk administration for judges, chambers staff, clerk's office, and probation staff, to include:

- Monitor the Help Desk queue and phone line for user requests, including desktop, laptop, software, network, printer, and mobile device troubleshooting.
- Assist with management of physical and virtual infrastructure.
- Help determine hardware and software upgrades and general lifecycle management of our technology department.
- Provide system and user administration, permissions, and group policies, including onboarding and offboarding of employees.
- Contribute new and/or updated information to the IT knowledge base for benefit of the entire team.

Perform other related duties as required.

Qualifications

To qualify for this position, the applicant must have:

- An associate's degree in a technology-related program. A bachelor's degree is preferred.
- Three to five years of specialized experience, defined as progressively responsible experience in or closely relate to this position's duties, or similar progression in technology demonstrating the knowledge, skills, and curiosity to learn and perform this position's duties successfully.
- Experience with help desk software, phone support, and customer service.
- High analytical skills, language and reasoning ability. Excellent business acumen.
- Demonstrated experience providing strong customer service.
- Excellent prioritization skills, an ability to work independently but as part of a larger team, and ability to handle multiple projects and tasks at one time.
- Positive attitude, good communication skills, and service-oriented personality.

Benefits

- 11 Paid Holidays
- 13 days of Annual Leave (4.0 hours accrued every pay period, with increased accrual after three years of federal service)
- 13 days of Sick Leave (4.0 hours accrued every pay period)
- A variety of employer-subsidized health, dental, vision, and life insurance plans
- Required participation in the Federal Employees Retirement System (FERS) pension plan
- Optional participation in the Thrift Savings Plan (Traditional and Roth) with employer matching
- Flexible work schedules with the ability to participate in telework opportunities, depending on court/business need
- Participation in the Public Service Loan Forgiveness Program

Conditions of Employment

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available for review upon request. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment. Employees of the United States District Court and Probation Office are at will and can be terminated with or without cause at any time.

Miscellaneous

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The U.S. District Court and Probation Office for the Southern District of Iowa provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The U.S. District Court and Probation Office for the Southern District of Iowa reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior notice.

The U.S. District Court and Probation Office for the Southern District of Iowa does not reimburse for expenses associated with interviews or relocation.

For Consideration

Qualified applicants should submit a cover letter and resume.

Email all documents as a single pdf to: applications@iasd.uscourts.gov. Any inquiries regarding the posting, the application process, or follow up calls should be directed to Mindi Shepherd, HR/Training Manager via e-mail or phone (515-284-6392).

The Southern District of Iowa is an Equal Employment Opportunity Employer