

UNITED STATES DISTRICT COURT
Western District of North Carolina
U.S. Probation & Pretrial Services Office

Job Announcement Number: 25-11

Position Title: Probation Support Technician

Type of Appointment: Full-Time

Grade Level: CL 23 – CL 24

Starting Salary:

Charlotte Pay Table:	CL 23 \$40,849 - \$66,411 CL 24 \$45,246 – \$73,536
Asheville Pay Table:	CL 23 \$39,958 - \$64,962 CL 24 \$44,259 - \$71,932

Position Location: Charlotte, NC or Asheville, NC

Open Date: October 14, 2025

Closing Date: October 28, 2025

The U.S. Probation Office in the Western District of North Carolina is seeking qualified applicants for the position of Probation Support Technician. This position provides clerical and technical support to probation officers in areas including preparation of pretrial, presentence and other investigative reports, and/or case management under the guidance and direction of a probation officer or supervisor.

PRIMARY DUTIES

The Probation Support Technician provides office assistance in accordance with approved internal procedures and policies. This position includes duties of both an operational and technical nature to ensure the smooth and efficient operation of the office and to support probation officers in a wide range of areas such as assisting with conducting investigations, compiling criminal histories, and coordinating with collateral agencies. The employee performs these duties under the guidance of a supervisory probation officer.

REPRESENTATIVE DUTIES

- Assist probation officers in compiling criminal histories/profiles by accessing local and national criminal record databases which may require specialized training and certification. Independently, or with direction, may initiate other types of investigations by interacting with collateral agencies and collecting verifiable supporting documentation.
- Maintain accuracy and completeness of official case records from opening to final disposition.
- Enter data in the probation case management system (PACTS). Upload various documents to the court's electronic case filing system (CM/ECF), U.S. Sentencing Commission and the Bureau of Prisons.
- Prepare and update case files and reports at the direction of an officer and in accordance with established policies and practices.
- Initiate the transfer of case files to other districts and archive case files.

- Perform receptionist duties by greeting visitors in person and on the telephone, answering routine questions, assessing needs, and directing individuals to the appropriate person, department and/or agency.
- Maintain paper and computerized records of urinalysis results and inform officer of test results. Maintain and mail or transport tests and materials to laboratories for confirmation.
- Receive, prioritize and route incoming materials from within the court to appropriate individuals in the office. Receive, screen and route incoming and outgoing mail to appropriate offices.
- Participate in and contribute to ongoing training programs.
- Perform all other duties as assigned.

QUALIFICATIONS

Completion of a college degree from an accredited college is required, preferably in the field of Criminal Justice, or other closely related field. Progressively responsible clerical, office or other experience that indicates the possession of or the ability to acquire the knowledge and skills needed to perform the duties of the position. Incumbent must be responsible, tactful and possess the ability to work harmoniously with others in a team-oriented work environment. The successful applicant must possess the ability to maintain confidentiality, good multi-tasking skills, have strong interpersonal, verbal and written communication skills. Must have professional office attire. Applicant must be a citizen of the United States or eligible to work in the U.S.

BENEFITS

Employees of the United States Probation and Court Services Office are EXCEPTED appointments. Federal government civil service classifications or regulations do not apply. Judicial employees are entitled to the same benefits as other federal government employees such as:

- Employees accrue annual leave as follows:
 - Years 1-3: 4 hours of leave per pay period
 - Years 4-15: 6 hours of leave per pay period
 - Years 16 and beyond: 8 hours of leave per pay period
- Sick leave is accrued at 4 hours of leave per pay period (13 days annually)
- Ten paid national holidays per year
- Participation in the Federal Employees Health Insurance Program on a pre-tax deduction basis
- Participation in a Group Life Insurance Program
- Participation in a Long-Term Disability Program
- Participation in Dental and Vision insurance on a pre-tax deduction
- Participation in the Federal Employees Retirement System (mandatory contribution of 4.4% of after-tax earnings)
- Participation in the Thrift Savings Plan with a government match up to 5%
- Participation in Long Term Care Insurance
- Participation in Pre-Tax Flexible Spending Accounts.

BACKGROUND INVESTIGATION, DRUG SCREENING AND MEDICAL STANDARDS

Final applicant for this position is subject to a full National Crime Information Center (NCIC) background records check, fingerprint submission, credit bureau check and submission of certified academic transcript. Offer of employment is contingent upon favorable completion of these checks.

HOW TO APPLY

Applicants must submit the following in a **single PDF document**:

- Cover letter and resume
- Completed AO-78, Application for Judicial Branch Federal Employment
 - Located at www.ncwp.uscourts.gov under All Employment Opportunities Link
- Copy of academic transcript
- Narrative addressing the Quality Ranking Factor

QUALITY RANKING FACTOR

1. Please describe what makes you the best candidate for a Probation Support Technician position in our district.

Complete applications should be submitted via e-mail to hr@ncwp.uscourts.gov and reference Job Announcement #25-11. All application materials should be sent as a **single PDF document**. The application form AO-78 is available at www.ncwp.uscourts.gov.

INFORMATION FOR APPLICANTS

Electronic Fund Transfer (EFT) for payroll deposit is required. Applicants must be U.S. citizens or eligible to work in the United States. The court is not authorized to reimburse candidates for travel in connection with an interview or to pay relocation expenses to the selected candidate. Due to the volume of applications received, the U.S. Probation Office will contact only the most qualified applicants who will be invited for an interview. Only those interviewed will receive notification when the vacancy is filled.

The Probation Office 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. More than one position may be filled from this posting. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the Probation Chief may elect to select a candidate from the applicants who responded to the original announcement without posting the position.

The Western District of North Carolina is an Equal Employment Opportunity Employer and strives to build and maintain a diverse and inclusive workforce.