

**UNITED STATES DISTRICT COURT**  
Western District of North Carolina  
United States District Court and Probation Office

**Job Announcement Number: 26-14**

**Position Title:** Information Technology Support Technician  
*(More than one position may be filled)*

**Type of Appointment:** Part-Time Temporary

**Starting Salary:** \$16.01 per hour (Charlotte)

**Grade Level:** CL 22

**Position Location:** Charlotte, North Carolina

**Open Date:** September 9, 2026

**Closing Date:** September 25, 2026

**Area of Consideration:** **Applicants must be students enrolled in an academic program**

The United States District Court and Probation Office for the Western District of North Carolina is seeking qualified applicants for the temporary part-time position of Information Technology Support Technician in Charlotte, NC. This position provides technical support to the probation office and district court in areas including help desk, device management, and documentation.

**REPRESENTATIVE DUTIES**

- Provide IT help desk ticket triage
- Assist with onboarding and offboarding users
- Manage user accounts
- Manage mobile devices and workstations
- Update knowledgebase articles and IT documentation

**QUALIFICATIONS**

High school diploma/GED is required. Must currently be enrolled in an associate, bachelor's or graduate program, preferably in an information technology major/minor. Clerical, office or other experience that indicates the possession of or the ability to acquire the particular 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, and 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.

**WORK SCHEDULE**

Flexible work schedule with a minimum 20-hour work week. General office hours are 8:00AM to 5:00PM Monday – Friday. Federal holidays are recognized.

## **SALARY AND BENEFITS**

Starting salary \$16.01 per hour (Charlotte). Paid annual and sick leave is accrued on a pro-rated basis, all other federal benefits do not apply.

## **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](http://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 an Information Technology Support Technician position in our district.

Complete applications should be submitted via e-mail to [hr@ncwp.uscourts.gov](mailto:hr@ncwp.uscourts.gov) and reference Job Announcement #26-14 no later than **5:00 PM on September 25, 2026**. All application materials should be sent as a **single PDF document**. The application form AO-78 is available at [www.ncwp.uscourts.gov](http://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.***