

UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF TENNESSEE  
PROBATION AND PRETRIAL SERVICES OFFICE

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## POSITION ANNOUNCEMENT

Announcement # 21-02

**Position Title:** Student Intern (*more than one position may be filled*)

**Salary Range:** CL 21: \$10.80/hour - \$17.55/hour

**Position Location:** Memphis, Tennessee

**Opening Date:** January 28, 2021

**Closing Date:** Open Until Filled

The United States Probation and Pretrial Services Office for the Western District of Tennessee is currently accepting applications for **Student Intern - When Actually Employed (WAE) Appointment**. This is a part time position assigned to the Information Systems department; not to exceed 32 hours per week. The position will be filled as permitted by budgetary constraints. The incumbent will provide Information Technology (IT) support to the office at the headquarter location in Memphis. This position will be a 6-month term with the ability to extend to one-year, but not exceed. A permanent, full-time position may be offered at the culmination of the one-year term.

### JOB SUMMARY:

The Student Intern (Information Systems Technology Technician I) is a member of the information technology team and performs various end user support activities. The incumbent works the IT Help Desk and on special projects while learning skills related to hardware, software, troubleshooting, application development, network and server administration.

### DUTIES AND RESPONSIBILITIES:

- Respond to Help Desk calls and emails. Log computer problems and assists with routine problems.
- Setup, configure, install and document hardware and software.
- Troubleshoot routine PC equipment and software problems.

- Provide support for smart phones and remote access. Perform basic system support for telephone systems.
- Performs daily system backups, inventory control duties and provides cabling support.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Monitor daily systems and equipment operations.
- Perform other automation related duties as assigned.
- Perform other duties as assigned.

**QUALIFICATIONS:**

- Applicant must be a high school graduate or equivalent.
- Applicant must be currently enrolled as a part-time or full-time student pursuing an under graduate or graduate degree in Information Technology or a related field of study.

**JOB REQUIREMENTS:**

- Ability to communicate effectively both orally and in writing.
- Skill in using personal computers and software applications, specifically Windows 10, scanners, copy machines, data entry, Microsoft Excel and Microsoft Word.
- Flexibility in adapting workplace changes.

In addition, the successful candidate should possess the following traits:

- Ability to maintain confidentiality
- Ability to work in a team setting
- Ability to meet required deadlines
- Extensive knowledge of proper grammar usage and the ability to edit efficiently
- General knowledge of the criminal justice system and legal terminology.

**GENERAL INFORMATION:**

- Applicants must be U.S. citizens or eligible for work in the United States and have a valid driver's license.
- Work will generally be performed in an office setting. Some local travel may be required.

**APPLICATION PROCESS:**

All interested applicants must submit an [AO 78](#) - Application for Judicial Branch Federal Employment. The AO 78 can be also found at <http://www.uscourts.gov/services-forms/forms>. Interested candidates should submit a letter of interest and current resume (two-page limit) with the AO 78 to: [tnwpjobs@tnwd.uscourts.gov](mailto:tnwpjobs@tnwd.uscourts.gov). Only complete applications will be considered. School transcripts may be requested as part of the final selection process. Due to the volume of applications anticipated, we will only communicate with those individuals who are selected for an interview.

The probation office reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool.

**The United States District Court is an Equal Opportunity Employer.  
Electronic Fund Transfer (EFT) For Salary Is Mandatory.**