

UNITED STATES BANKRUPTCY COURT WESTERN DISTRICT OF TEXAS



Vacancy Announcement

26-ITSS—San Antonio, Texas or Austin, Texas

Closing Date: September 25, 2026 | Priority will be given to applications received by September 16, 2026

Starting Salary Range: CL26 \$55,171 –\$89,665* (San Antonio) \$55,900 - \$90,850 (Austin)

*The salary for this position will be based upon experience and education in accordance with the Court Personnel System of the U.S. Courts. This range may be adjusted for experienced Judiciary transfers.

The United States Bankruptcy Court for the Western District of Texas is seeking qualified candidates for a full-time Information Technology Support Specialist in our San Antonio or Austin Office. The clerk's office has over 35 employees in five divisions that include Austin, El Paso, San Antonio, Waco and Midland. Midland is an unmanned office. Additionally, the clerk's office serves five Judicial Officers and their staff.

The Information Technology Support Specialist performs work related to setting up and maintaining computer systems and telecommunications devices. They also work with audio/video systems and services, including courtroom sound, video/electronic evidence presentation equipment, projectors, and video conferencing equipment; including hardware and software, wire, and wireless synchronization, data management, and conversion; and mobile computing (laptops) and support for traveling and home users who telework.

Ideal candidates will possess:

- A dedication to public service and a desire to help others through the delivery of excellent customer service.
- Proven ability to collaborate with others effectively to accomplish tasks and solve problems.
- A record of reliability, productivity and producing quality work.

Primary Responsibilities

- Oversee the day-to-day operation of applicable technology used in the court to ensure reliable and effective operation. Perform requisite programming to systems
- Provide technical support for complex administrative and operations specific national applications. Maintain version applicability and local functionality of user applications, such as: MS Windows, MS Office, and MS Teams.
- Develops and maintains local court technical and user documentation for all assigned systems. Develops, documents, and maintains standard operating procedures, as necessary, for installed automaton systems. Prepares and maintains completed documentation of all locally developed, tailored or enhanced software.
- Assists in the maintenance of an inventory of hardware and software, ensuring only licensed copies of software are in use.
- Receives, installs, and tests new and updated releases of network operating systems. Administers these systems to include user account management, print services, performance tuning, backups, diagnostics and any other hardware or software maintenance that may be required.
- Monitors new developments in computer hardware, software, and data communications capabilities, and advises court managers and other technical experts within the court system of available options and their potential applications to court needs.
- Provide technical support and assist in the maintenance of telephone systems, mobile phones, computer workstations, courtroom technology, and audio/visual systems.

- Maintain an inventory of all telecommunications and audio/visual equipment, including warranty information, according to internal control policies.
- Troubleshoot problems with telephonic systems, audio/visual systems, and data wiring. Provide maintenance of the court's telephonic and audio/visual systems, including software and hardware additions, and equipment moves and changes.
- Troubleshoot devices at the hardware level, such as serial or hardware device level interfaces. This may include controlled distribution systems and wireless systems. Configure devices and systems for proper operation using available software and hardware and via remote support from vendors.
- Assist in the development and implementation of short and long range technological improvements, ensuring minimal disruption to courtroom activities.
- Assist with network systems, including file server and user account administration, backup management, disaster recovery and connectivity problem solving. Perform system start-up and shut down procedures.
- Maintain, install, and update personal computer workstations, including new product evaluation and software compatibility analysis. Maintain systems for imaging, software updates, and patch management. Evaluates, tests and installs off-the-shelf software.
- Test and evaluate new technology prior to application in court environments.
- Coordinate video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.
- Serve as liaison with other federal agencies such as the U.S. Trustee's Office, U.S. Attorney's Office, Federal Public Defender's Office, and ensure offices receive adequate notice of available court technology.
- Act as primary technical contact for contractors and other outside vendors when audio/video systems are being installed or are under repair.
- Other duties as assigned.

Minimum Requirements:

The candidate must be a high school graduate or equivalent and possess two years of general experience. General experience is progressively responsible experience that provides evidence the applicant has a good understanding to the methods and administrative theory for accomplishing the work of an organization; the ability to analyze problems and assess the practical implications of alternate solutions; the ability to communicate effectively with others, orally and in writing; and the capacity to employ the knowledge, skills, and abilities in the resolution of problems.

The successful candidate must possess good judgment, maturity, and tact; be dependable, responsible and maintain confidentiality; be a proactive self-starter and demonstrate initiative in problem solving; be able to work quickly and harmoniously with others in a team-based environment; and present a poised, professional appearance and demeanor at all times. The successful candidate must also possess the ability to recognize the value of new computer features and their potential value to the work at hand; and ability to perform routine maintenance of various computer, video and audio systems.

Specialized Experience:

This position requires one year of specialized experience demonstrating a thorough knowledge of theories, principles, practices, and techniques for supporting personal computing devices, associated hardware and software, and audio/visual systems. Applicants must also possess the ability to develop effective work relationships with a range of users and skill in training non-technical personnel in computer-based techniques.

Preferred qualifications:

- Bachelor of Science or Bachelor of Arts Degree in Computer Science, Information Systems or related discipline preferred.
- Two or more years of customer service/help desk experience with demonstrated ability to implement, operate, and document data system(s) with consideration of hardware and software. Further, this experience should include but not be limited to remote support and training of end users.

- Experience/training in IT security practices.
- Firm understanding of and ability to support Office365 Microsoft Suite products (Word, Excel, Teams, etc.). Demonstrated skill in creative paperless workplace solutions.
- Proficient in Microsoft Windows 11 workstation installation and configuration; physical and virtual machine support experience; familiar with computer imaging.
- Proficient in video applications, such as MS-Teams, Zoom and Webex.
- Secure configuration experience for printers, copiers, desk phones, voicemail.
- Apple iPhone, iPad and iTunes experience.
- Experience with helpdesk ticketing software and reporting helpful.
- Familiarity or previous experience with IT support responsibilities.
- Familiarity or previous experience with court or legal environment helpful

Additional Information:

Federal Judiciary employees are at will and are not subject to the employment regulations of competitive service. Employees are required to adhere to the Code of Conduct for Judicial Employees. Employees undergo an initial background check. Appointments are provisional and contingent upon the satisfactory completion of a background check. A negative finding may result in termination of employment. Updates are required every five years. Applicants must be a U.S. Citizen or lawful permanent resident actively seeking citizenship. Travel for the interview and relocation expenses will not be reimbursed. All information provided by applicants is subject to verification. Applicants are advised that false statements or omissions of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Employee Benefits:

For information about federal benefits, please visit: [Judiciary Benefits](#)

Qualified applicants are required to submit their documents using our [HR Employment Application System](#).

Helpful Hints:

- All applicants are required to submit a cover letter, resume, a completed Federal Judicial Branch Application for Employment (AO 78), minimum of 2 letters of recommendations and 3 references.
- AO78 Federal Judicial Branch Application for Employment (obtained at [Application](#)).
- Address the cover letter to Human Resources.
- Only candidates selected for an interview will be contacted.

Incomplete applications will not be considered.

The United States Bankruptcy Court is an Equal Opportunity Employer