



**UNITED STATES
DISTRICT COURT
DISTRICT OF MINNESOTA**

Human Resources Office
O: (612) 664-5440
HR-USDC@mnd.uscourts.gov

**Warren E. Burger Federal
Building and U.S. Courthouse**
316 North Robert Street
Room 100
St. Paul, MN 55101

**Diana E. Murphy
U.S. Courthouse**
300 South Fourth Street
Room 202
Minneapolis, MN 55415

**Gerald W. Heaney Federal
Building and U.S. Courthouse
and Customhouse**
515 West First Street
Duluth, MN 55802

**Edward J. Devitt U.S.
Courthouse and Federal
Building**
118 South Mill Street
Fergus Falls, MN 56537

NOTICE OF JOB OPPORTUNITY
Information Services Specialist
Vacancy Announcement #2025-13

ANNOUNCEMENT DATE: June 9, 2025

CLOSING DATE: Open until filled. Preference given to applications submitted by June 20, 2025, 4:00 p.m. Central Time

POSITION: Information Services Specialist, Full-time

STARTING LEVEL/SALARY: CL 26 (\$58,696 - \$95,374/annually) – Promotion potential to CL 27 (\$64,467-\$104,821/annually) after one year

AREA OF CONSIDERATION: Internal to Judiciary

LOCATION: St. Paul, MN

PREFERRED START DATE: July 2025

POSITION OVERVIEW

The U.S. District Court for the District of Minnesota is seeking an Information Services Specialist in St. Paul, Minnesota. The Information Services Specialist provides help desk and analytical support to end-users; performs routine system installation, repair and maintenance, and develops software and hardware documentation and guidelines. The Information Services Specialist also evaluates, tests, and recommends new system improvements for the Clerk's Office, U.S. Probation and Pretrial Services Office, and chambers.

REPRESENTATIVE DUTIES

- Provide help desk support by answering, tracking and responding to requests regarding hardware and software problems, user application questions, and web access. Conduct help desk analysis and reporting with tracking software relative to the timeliness and quality of performance.
- Perform hardware and software system configurations, upgrades, installations, and maintenance on computers. Perform system support for telephone systems, such as: additions, deletions, moves, data-backup, security, and anti-virus analysis.
- Provide software support and training for users of all levels. Evaluate and test new software.
- Develop, plan, and implement improvements with minimal disruption. Recommend new products and improvements for computer systems.
- Provide support for courtroom audio and video technology, Naturalization ceremonies, mobile computing devices, and remote access.
- Coordinate user support issues among team members to ensure accurate and timely responses to user questions and issues. Manage and coordinate projects.



- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy both hardware and software computing system failures.
- Create and maintain documentation and guidelines of hardware, software, processes, and procedures for users.
- Perform other duties and responsibilities as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent; and
- One year of specialized experience that demonstrates working knowledge of the Windows operating systems and the ability to assess and troubleshoot basic system errors. The incumbent should be familiar with Microsoft Windows, Microsoft Office (including experience with Outlook, Teams, and SharePoint), basic systems security, and other desktop utilities and have general knowledge of mobile devices, including laptops, tablets, and iPads. Excellent customer service skills, attention to detail, ability to take directions from others, and excellent organization skills are required.
- Valid driver's license.

PREFERRED QUALIFICATIONS

- Bachelor's degree.
- Prior court or legal experience is highly desired.
- Excellent computer and typing skills including skills in word processing, spreadsheets, proficiency with databases, scanning and uploading documents, email, and web browsers.
- Excellent organization, analytical, oral and written communication skills, including the use of proper grammar, spelling, and punctuation, with attention to detail.
- Self-starter, good tact and judgment, discretion, and professional demeanor.
- Experience in a fast-paced and demanding environment dealing with diverse legal issues.
- Experience coordinating and prioritizing the flow of work in a team-based environment.

ENVIRONMENTAL DEMANDS

- Position will require moving, connecting, or trouble-shooting equipment, including the ability to team lift 50 pounds.
- Overnight and same-day travel to divisional offices is occasionally required. Some travel requires the incumbent to drive their personal vehicle; therefore, the incumbent must possess a valid driver's license and be able to drive a vehicle for extended distances.
- Periodic work during non-business hours is required. The incumbent will be on-call on an infrequent rotating schedule.



APPLICATION INFORMATION

To apply, email the PDF documents to hr-usdc@mnd.uscourts.gov and add "2025-13 Information Services Specialist position" in the email subject line.

Please include the following in PDF format:

- Application for Employment (AO78) Found here - <https://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>;
- Resume; and
- Name and contact information for three (3) professional references.

All application materials received will be reviewed to identify the best qualified candidates. **Only applicants selected to proceed to the next phase of the selection process will be notified.** All application materials must be attached to the email as directed.

If interviews are held in person, applicants are responsible for any travel costs.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, and to fill the position sooner than the closing date, if a closing date is shown, any of which actions may occur without prior written notice.

CONDITIONS OF EMPLOYMENT

- Applicants must be U.S. citizens or permanent residents seeking U.S. citizenship. Noncitizens must execute an affidavit indicating their intent to apply for citizenship when they become eligible to do so.
- Judiciary employees serve under excepted appointments and are considered "at-will" and may be terminated with or without cause or notice by the court.
- Employees of the U.S. District Court are not classified under Civil Service.
- The U.S. District Court requires employees to adhere to the [Code of Conduct for Judicial Employees](#). This position is also subject to mandatory Electronic Fund Transfer (EFT) for payroll deposit.
- The final candidate is subject to FBI Fingerprinting and a background investigation, including criminal history. Employment is provisional and contingent upon a successful background check.

BENEFITS

- The opportunity to serve in a rewarding public service position.
- Accrual of paid vacation and sick leave.
- 12 paid holidays.
- Extensive health, life, dental, vision, and long-term care insurance plans.
- A defined benefit pension plan.
- Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plans through the Thrift Savings Plan (TSP) with employer matching contributions.
- Pre-tax transportation, medical, and childcare reimbursement accounts.
- Transit Subsidy Program.
- On-site fitness center.
- See <https://www.uscourts.gov/careers/benefits> for more information about benefits.

The U.S. District Court is an Equal Opportunity Employer