



**United States Bankruptcy Court
District of Arizona
230 North First Avenue, Suite 101
Phoenix, Arizona 85003-1706
(602) 682-4000**

Vacancy Announcement #25-03

Position: IT Intern

Location: Phoenix, Arizona or Tucson, Arizona

Position Type: Part-time internship

Salary Range: CL-22, 6-month term, \$17.94 to \$18.08/Hr

Opening Date: February 14, 2025

Closing Date: Open Until Filled (Preference given to applications received by March 7, 2025)

INTRODUCTION

Join our dynamic team at the U.S. Bankruptcy Court, District of Arizona, as a student IT Intern! This is a fantastic opportunity for tech-savvy students eager to gain practical experience in a federal judicial environment. The part-time (up to 20 hours a week) internship is a temporary up to six-month appointment, with possible extension (subject to funding availability) and will be hired to work in either our Phoenix or Tucson office.

You will assist our IT department with various help desk tasks including hardware and software support, network access, basic audio/visual troubleshooting, and cybersecurity measures. This role not only offers hands-on experience with cutting-edge technology but also provides a unique insight into the workings of the federal court system.

If you're looking to kickstart your career in IT with a focus on service, integrity, and innovation, we would love to hear from you.

REPRESENTATIVE DUTIES INCLUDE – Under the guidance and mentorship of fellow IT Team members:

- **First-Level IT Support:**

Provides first-level support for a wide range of IT systems, including:

- Desktop and laptop hardware.
- Software applications across various platforms including Office 365 and Zoom.
- Network troubleshooting to ensure connectivity and performance.
- Multifunction printers/scanners and other peripherals.
- Windows and MacOS operating system issues.
- Mobile device troubleshooting, specifically for iOS devices.

- **Hardware Management:**

- Collaborates with IT team members to manage hardware disposal in compliance with data security policies.
- Maintains accurate inventory tracking systems to ensure all hardware assets are accounted for.

- **Workstation Management:**

- Executes workstation moves, including setup, configuration, and ensuring all hardware and software are correctly installed and operational.

- **Issue Escalation:**

- Assesses and escalates helpdesk requests to the appropriate IT team members or departments when issues exceed first-level support capabilities.

- **Documentation and Knowledge Management:**

- Regularly updates and maintains IT documentation, including user manuals, FAQs, and knowledge base articles to support self-service by end-users.

- **Courtroom Technology Support:**

- Offers immediate assistance with audio/video systems in courtrooms and conference rooms during hearings and events, ensuring functionality for judges, court staff, and attorneys.

- **User Training and Onboarding:**

- Assists with introductory training sessions for new staff on IT systems, software applications, and security practices to enhance user competency and compliance.

QUALIFICATIONS

- High school diploma or equivalent is required.
- Currently enrolled in an accredited degree program pursuing an Information Technology related major.
- Skill in using and troubleshooting technology and computers, including Microsoft Office 365 and Microsoft Windows
- Possess strong organizational, time management, and communication skills.
- Ability to maintain confidentiality and handle sensitive information.
- Possess integrity, tact, good judgement and professional demeanor
- Knowledge of MacOS is a plus.

TRAVEL

Travel between divisional offices as required

CITIZENSHIP

Applicants must be citizens of the United States or eligible to work in the United States. To review citizenship requirements for employment in the Judiciary, please visit [Citizenship Requirements for Employment in the Judiciary](#).

EMPLOYEE BENEFITS

This position is not eligible for employee benefits.

APPLICATION PROCESS

To apply for this position, qualified candidates must submit the following **in one pdf document in the following order**:

- an introductory cover letter detailing relevant experience
- a current detailed resume (including training that you have completed and obtained certifications)
- AO-78, Federal Judicial Branch Application for Employment
(download from [Employment | District of Arizona | United States Bankruptcy Court](#) or at [Application for Judicial Branch Federal Employment](#))
- please email the pdf document to azbreruitment@azb.uscourts.gov

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or permanent resident in the process of applying for citizenship. Successful applicants are provisionally hired pending results of background investigation and fingerprinting. Positions with the U.S. Courts are at-will, excepted service appointments, and may be terminated with or without cause by the Court. Employees are required to adhere to the Code of Conduct for Judicial Employees. Direct deposit of pay is required. The Court reserves the right to modify the conditions of this job announcement or to withdraw the announcement for any reason. Said modifications may occur without prior written or other notice.

Due to the volume of applications received, only applicants who are tested and/or interviewed will receive a written response regarding their application status.

DIVERSITY AND EQUITY FOCUSED EMPLOYER

We value diversity and are committed to equity and inclusion in our workplace. The Court encourages applications from all qualified individuals and seeks a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran's status, disability, religion, and socio-economic circumstance.

**The United States Bankruptcy Court District of Arizona
is an Equal Opportunity Employer**