



UNITED STATES PROBATION EASTERN DISTRICT OF NEW YORK

Position Announcement #: NYEP 26-07

Position Title: Automation Support Specialist

Location: Brooklyn, New York

Grade/Salary: CL 25 (\$58,169 – \$94,588)

Opening Date: April 13, 2026

Closing Date: Open until filled with preference given to applications received by April 27, 2026

Beginning Classification and Step will vary depending on qualifications, experience, and funding availability. Salary progression based on acceptable performance. There is potential for promotion to a higher level without further competition.

POSITION OVERVIEW:

The United States Probation Department for the Eastern District of New York is accepting applications for an Automation Support Specialist. Responsibilities as the Automation Support Specialist include providing automation and helpdesk support for Probation staff and providing technical support in installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems. The ideal candidate must have good technical knowledge and be able to communicate effectively.

This position is designed as a steppingstone for long-term career growth on our Information Technology team. We are committed to developing internal talent and providing clear advancement opportunities based on performance, initiative, and skill development. Team members in this role will gain exposure to a broad range of technologies and have the opportunity to work closely with experienced engineers and administrators. We actively support professional development through hands-on learning, mentorship, cross-training, and encouragement to pursue relevant IT training.

REPRESENTATIVE DUTIES:

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry.

- Act as a technical expert in solving more complex system problems. Provide in-person trouble-shooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Create user accounts and maintain associated documentation.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.
- Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations. Provide input and recommendations regarding IT related projects.
- Assist with office moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- To qualify for this position at the entrance level, you must possess one year of specialized experience.
- Specialized experience is defined as progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the knowledge, skills, and abilities to perform the position's duties successfully and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.
- Experience providing technical support to end users in a help desk or desktop support environment.
- Experience troubleshooting Windows desktop operating systems and common enterprise applications.
- Familiarity with Microsoft Office / Microsoft 365 applications.
- Experience installing and configuring computer hardware, printers, and peripheral devices.
- Basic understanding of network connectivity, VPN access, and wireless networking.
- Experience supporting audio/video conferencing systems, including troubleshooting and providing user guidance.
- Experience using ticketing systems to log, track, and resolve service requests.
- Strong customer service and communication skills.
- Ability to troubleshoot and resolve technical issues in a timely and professional manner.
- This position requires occasional travel between both of our offices located in Brooklyn, New York and Central Islip, New York; therefore a valid driver's license is required.
- Candidates must be able to lift and move items weighing up to fifty (50) pounds.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in Information Technology, Computer Science or a closely related field.
- IT certifications such as CompTIA A+, Security+ Network+, or Microsoft certifications.
- Experience supporting Windows 11 in an enterprise environment.

- Familiarity with Active Directory, including password resets and basic user account management.
- Experience supporting mobile devices, including smartphones and tablets.
- Knowledge of remote support tools and desktop management platforms.

CONDITIONS OF EMPLOYMENT:

As a condition of employment, the selected candidate must successfully complete a ten-year background investigation and every five years thereafter will be subject to an updated investigation similar to the initial one. The investigation includes an FBI fingerprint check, as the position involves handling of confidential or highly sensitive information. The selected candidate may be appointed provisionally, and retention will depend upon favorable suitability determination of the background investigation.

BENEFITS:

Judiciary employees serve under “Excepted Appointment” and are considered “at will” employees. Federal Government Civil Service classifications or regulations do not apply. Judicial employees are entitled to the same benefits as other Federal Government employees, which include but are not limited to:

- Paid Annual Leave
- Paid Sick Leave
- 11 Paid Holidays
- Health Insurance
- Dental and Vision Insurance
- Life Insurance
- Retirement Benefits
- Thrift Savings Plan (TSP)
- Flexible Spending Accounts
- Pre-Tax Benefit Programs

HOW TO APPLY:

Applicants must submit a complete application packet to include all the required documents listed below in **one PDF** document:

- Letter of interest, which indicates your knowledge, skills, and experience as they relate to this position (Include vacancy announcement number)
- Resume
- Completed [Federal Judiciary Branch Application for Employment – AO78](#)

Qualified applicants should upload their documents using our HR Employment Application System located at:

[HR Employment Application System](#)

All Submissions must be received by 5:00 p.m. on the closing date.

Incomplete applications will not be considered.

Due to the volume of applications received, the United States Probation Department will only communicate with those individuals who will be selected for the writing skills assessment and/or interviewed for open positions.

The United States Probation Department, Eastern District of New York is not authorized to reimburse candidates for interview or relocation expenses.

The Department reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the preference date, any of which may occur without prior written or other notice.

THE UNITED STATES COURTS IS AN EQUAL OPPORTUNITY EMPLOYER