



Leon A. Epps, Jr.
Chief U.S. Probation Officer

**U.S. PROBATION & PRETRIAL SERVICES OFFICE
DISTRICT OF MARYLAND**

**VACANCY ANNOUNCEMENT 12/2025
IT Specialist**

Position: IT Specialist

Position Location: Greenbelt, MD

Salary Range: CL 28 (\$81,117 – \$131,826) Starting salary is dependent upon education, experience, and qualifications.

Closing Date: Open Until Filled.

The United States Probation & Pretrial Services Office for the District of Maryland serves the Court and the community by promoting public safety and supporting the fair and equitable administration of justice. We strive to provide a seamless continuum of superior investigation and supervision services through a professional and impartial approach. We pledge to maintain integrity and to treat all persons with dignity and respect.

Major Duties/Responsibilities

Provide technical expertise as a team member in the agency's IT Department.

Provide information and assistance to staff via the IT Helpdesk. Troubleshoot and provide guidance on technical program problems while logging assistance requests and prioritizing staff needs for immediate or subsequent assistance. Assist with staff office moves, reconfiguring and reconnecting equipment in new locations.

Support the current LAN/WAN network environment and integration into future unified communications networking systems.

Provide hardware and software support for Windows Server and Linux operating system environments.

Analyze needs, coordinate, and configure computer network systems to increase compatibility and share information. Determine computer software or hardware needs to set up or alter systems. Assist in training with computer systems and programs. Diagnose hardware and custom off-the-shelf software problems and replace defective components. Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Recommend changes to improve systems and configurations, as well as determine hardware or software requirements related to such changes.

Plan for disaster recovery operations and testing, including network performance, security, anti-virus, intrusion, web usage/monitoring, design, and acquisition of servers. Produce useful system documentation, and perform system startup and shutdown procedures, and maintain control records. Monitor and perform data backups.

Monitor network infrastructure and components, including all servers and workstations, and implement improvements to performance and security. Design, modify, enhance, test, and implement standard configurations for deployment of workstations, servers, and network components and client software.

Recommend, schedule, test, and validate deployment of patches, security updates, and other upgrades to servers, workstations, and network components. Monitor providers websites to ensure patches are tested and applied in a timely fashion.

Evaluate, recommend, and implement processes to improve efficiencies and performance of the networks through the development or purchase of products to automate and monitor routine tasks such as server and workstation maintenance activities, performance monitoring and reporting, installation of software or firmware upgrades, patches, etc.

Recommend, schedule, plan, and monitor the installation and testing of new products and improvements to computer systems. Plan, coordinate, implement and test network security measures to protect data, software, and hardware. Identify and assess risks by performing security analysis and assist in producing detailed security plans.

Prepare equipment that is no longer serviceable for disposal.

Perform other related duties as assigned.

Qualifications Required

High school diploma or equivalent.

At least 3 years' experience in maintaining LANS, PC hardware, desktop support, and mobile device support.

Extensive knowledge of theories, principles, practices, and usage of computer hardware and software, office automation, and data communications, including the latest developments in computer hardware, software, and computer networks.

Thorough knowledge of capabilities, limitations, and functional applications of information technology.

Expert knowledge of operating systems, servers, and workstation products.

Expert knowledge with Active Directory, Group Policy, KACE Systems Management, and Mobile Device Management (MDM)

Expert knowledge of LANs and WANs, including systems security standards.

Advanced knowledge of flowcharting, form design, and control procedures.

Advanced skill in analyzing needs and requirements for supporting various server and workstation based applications over a LAN and WAN environment.

Basic knowledge of audio/video systems and VOIP.

Skill in coordinating information technology projects with the director of IT.

Skill in analyzing, interpreting, and presenting research findings to prepare design specification.

Must be able to lift 50 pounds and move moderately heavy items, such as computer equipment.

Must be able to occasionally work during non-business hours and weekends, as well as travel between Baltimore and Greenbelt offices when required.

Ability to meet established deadlines and commitments.

Ability to consistently demonstrate sound judgement, act with diplomacy, and maintain strict confidentiality.

Must possess integrity, tact, maturity of judgment, and trust.

Excellent oral and written communication skills.

Excellent interpersonal skills and professional demeanor.

Ability to interact effectively, appropriately, and tactfully with a wide variety of people of diverse backgrounds, providing customer service and resolving difficulties.

Excellent organizational skills and accuracy and attention to detail are essential. Ability to manage multiple tasks, priorities, and deadlines.

Critical thinking and problem-solving skills.

Flexibility in adapting to and embracing workplace changes.

Preferred Qualifications

Knowledge of the U.S. Probation & Pretrial Services Office and federal criminal judicial processes.

Technical certifications CompTIA Security+ and Network+

Advanced certifications in Microsoft, Cisco, Security, and VMWare.

Conditions of Employment/Requirements

Applicants must be United States Citizens or eligible to work in the United States.

All employees are required to adhere to the [Code of Conduct for Judicial Employees](#).

All information provided by applicants is subject to verification. Applicants are advised that false answers or omissions of information on application materials or inability to meet the conditions/requirements may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

Employee Benefits

[Benefits | United States Courts \(uscourts.gov\)](#)

Telework options – after 6 months, may telework 1 day a week; after 1 year may telework 2 days a week.

Earn 104 hours paid vacation per year; 160 hours after 3 years; and 208 hours after 15 years.

Earn 104 hours of paid sick leave per year.

11 paid holidays per year.

Application Instructions

Qualified applicants must email a cover letter and resume to applications@mdp.uscourts.gov. The subject line should state – IT Specialist Application.

All applications will be reviewed and only the most qualified applicants will be invited for an interview. Applicants who do not meet the specified qualifications will not be considered.

The agency does not reimburse travel expenses related to an interview or pay relocation expenses.

Additional Information

Employees of the U.S. Probation & Pretrial Services Office are excepted appointments, not civil service. Excepted appointments are “at will” and can be terminated without cause.

The U.S. Probation & Pretrial Services Office reserves the right to amend or withdraw this announcement, fill the position at any time, or hire more than one applicant from this announcement, all with or without written notice to applicants or further advertising. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief Probation Officer may elect to select a candidate from the original qualified applicant pool.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER THAT VALUES DIVERSITY AND INCLUSIVENESS.