



U.S. Probation Office Student Internship Opportunity

UNITED STATES DISTRICT COURT WESTERN DISTRICT OF MICHIGAN PROBATION AND PRETRIAL SERVICES OFFICE

POSITION	POSITION OVERVIEW & REPRESENTATIVE DUTIES
<p><u>Student Intern – Information Technology Dept.</u> Announcement# 19-09</p>	<p>The United States Probation & Pretrial Services Office for the Western District of Michigan is currently seeking qualified applicants for the temporary, part-time position of <u>Information Systems Student Intern</u>. This is an excellent opportunity for students to develop professional skills while gaining practical, hands-on experience and exposure to the federal government. Our office currently employs approximately 50 employees and is headquartered in Grand Rapids, MI, with branch offices in Kalamazoo, Lansing, and Marquette, MI. For further information on our agency, please visit our website: www.miwp.uscourts.gov.</p>
<p>OPENING DATE</p>	<p>This internship opportunity is a temporary, part-time when actually employed (WAE) position that will begin in January 2020 and last a minimum of 12 weeks, with the possibility of extension - not to exceed one academic school year. The student intern will work a WAE schedule (paid for hours when actually worked) based on the needs of office and school requirements (if applicable), generally between 20-32 hours per week. There are no employee benefits associated with the position.</p>
<p>August 30, 2019</p>	<p>This position will be part of the Information Technology Department that is located in the Grand Rapids main office. Under the supervision of an IT team member, the incumbent will focus primarily on providing personal computer end user support to probation office staff, and general administrative and project support to the IT team. During the internship period, the incumbent can expect to gain experience with one or more of the following responsibilities:</p>
<p>CLOSING DATE</p>	<ul style="list-style-type: none"> • Respond to personal computer help desk calls and e-mails, log computer problems, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level. Provide assistance with web access, both internet and intranet. Provide information and assistance to users on software applications, such as word processing and data entry. • Prepare routine reports, notices, and other correspondence using templates and forms. Assist with preparing correspondence and documents, including typing, keyboarding, formatting, and generating documents from templates. • Assist with organizing, removing, and inventorying IT equipment. • Perform room set up and provide technology support for various office trainings and meetings. • Assist the IT team members with applicable projects and assignments. • Other related duties as assigned.
<p>Position open until filled. Priority consideration will be given to those applicants who apply by September 30, 2019.</p>	
<p>Internship Time Frame</p>	
<p>The internship will last a minimum of 12 -16 weeks, with the possibility of extension – not to exceed one academic school year, commencing in early January 2020.</p>	
<p>LOCATION OF POSITION</p>	
<p>Grand Rapids, MI (main office)</p>	
<p>SALARY RANGE</p>	
<p>CL 22 (When Actually Employed-WAE) Salary: \$13.05 -\$16.32 per hour, dependent on experience and qualifications.</p>	
<p>AREA OF CONSIDERATION</p>	
<p>Current students enrolled in an accredited undergraduate or graduate program.</p>	

QUALIFICATIONS

Note: All qualification requirements must be met when the application is filed.

Minimum Requirements

- High school graduate or equivalent, at least 18 years old, and currently enrolled in an accredited college or university (preferably in senior year of undergraduate program or a graduate student; will accept junior undergraduate students with a strong academic record (2.8 or above) and advisor referral).
- Good academic standing with a cumulative GPA of 2.8 or higher.
- Ability to complete a minimum of one semester (at least 12 weeks).
- Ability to work 20-32 hours per week, not to exceed 32 hours per week (128 hours per month). Work hours will be established in accordance with office needs and individuals school program requirements, if applicable.
- Candidate may not have any prior failed internship placements (unless through no fault of the employee).
- Closely related field of study/major is preferred.

Required Knowledge and Skills

- General knowledge of computer, hardware, software and networking technologies. Knowledge of theories, principles, practices and usage of computer hardware and software.
- General knowledge of Microsoft Office Suite and Windows operating systems.
- General knowledge of routine office work and personal computing, including use of office equipment and typical office-related software applications.
- Skill in keyboarding, typing, and data entry. Ability to learn court operations and specific database systems used to enter and retrieve data and generic reports.
- Ability to analyze problems; gather pertinent data and recognize solutions.
- Excellent communication, interpersonal, and organizational skills with strong attention to detail. Ability to provide the highest level of customer services with a positive and professional demeanor.
- Ability to learn and adhere to the rules, regulations, policies and guidelines of the court and U.S. Probation Office, including the Code of Conduct for Judicial Employees and court/office confidentiality requirements. Ability to demonstrate sound ethics and judgment.
- Ability to work in a fast-paced, service-oriented environment that requires willingness to learn on the job while managing multiple tasks and deadlines.
- Ability to lift and move computer equipment up to 50 pounds

OTHER CONDITIONS OF EMPLOYMENT

- Applicant must be a U.S. Citizen or eligible to work in the United States.
- More than one position may be filled from this announcement.
- The Court reserves the right to modify the conditions of this position announcement or to withdraw the vacancy announcement, any of which actions may occur without any prior written notice. If a subsequent vacancy 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 without further advertising.
- Candidates may be required to submit to position related testing as part of the screening process.
- Candidates must be willing to submit and successfully complete a federal background investigation. The investigation will include, but not be limited to a criminal history/driving records check; previous employment inquiries and reference checks; a credit check; and an FBI fingerprint check.
- This position is subject to mandatory direct deposit for payment of net pay.
- This is an at-will position and is not covered by federal service classifications or regulations.
- The probation office is not authorized to reimburse candidates for interview or travel expenses.
- The incumbent will become familiar with and abide by the general rules of confidentiality of all information.
- The Court requires the incumbent to adhere to a Code of Conduct, Charter of Excellence, and local Vision & Mission Statement.

APPLICATION PROCEDURES

To be considered, qualified candidates must submit the following:

1. Letter of interest (cannot exceed two pages) that addresses your long-term goals, what you hope to learn from our office during the internship period, and how your knowledge, skills, abilities, and/or experience relates to the position requirements. The letter should also include available work hours and starting and ending dates of desired internship.
2. Copy of college/university intern program requirements (if applicable) on college/university letterhead.
3. AO 78 - Federal Judicial Branch Employment Application. The AO78 form can be found at <http://www.miwp.uscourts.gov> (Employment) or at <http://www.uscourts.gov/services-forms/forms>.
4. Copy of undergraduate and, if applicable, graduate degree transcripts.
5. List of three professional references (non-related individuals) with current contact information.

To receive consideration, qualified applicants must email all required documents in one pdf document by 5:00 p.m. on September 30, 2019, to: hr_probation@miwp.uscourts.gov. In the subject line of the email, indicate the vacancy announcement number (#19-09). Failure to submit a complete application packet will result in immediate disqualification. Incomplete application materials will not be returned, retained, or considered. All information provided by applicant is subject to verification. Due to the anticipated high volume of applications, we will only communicate with those qualified applicants who are selected to advance through the process.

The Federal Courts are Equal Employment Opportunity Employers