



# CAREER OPPORTUNITY

UNITED STATES PROBATION OFFICE  
District of Connecticut

## POSITION

**Probation Services Technician**

## LOCATION

Hartford, CT

## SALARY/TARGET

CL 23-24\*

\$41,978 - \$75,547

\* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. If hired at a CL-23, promotion to the higher level, when qualified, would be available without further competition.

THESE POSITIONS ARE FOR A YEAR AND A DAY, WITH POSSIBLE EXTENSION FOR UP TO 3 YEARS.

## OPENING DATE

June 20, 2023

## CLOSING DATE

July 20, 2023

## ANNOUNCEMENT

23-CT-02

## POSITION OVERVIEW



The U.S. Probation & Pretrial Services Office for the U.S. District Court for the District of Connecticut is currently accepting applications for a full-time Probation Services Technician at its Hartford location.

---

*We are committed to cultivating a culture of acceptance and connectedness that honors the diverse backgrounds of the people and communities we serve. In recruiting members to our team, we welcome the full spectrum of humanity. We embrace the unique contributions that you can bring, including your culture, ethnicity, education, opinions, race, sex, gender identity and expression, sexual orientation, nation of origin, age, languages spoken, veteran's status, religion, disability, and economic status. Join us.*

## POSITION OVERVIEW

The position provides technical, administrative, and clerical support to probation officers in a wide range of areas, including general casework, support for problem solving courts and the location monitoring program, and the coordination of services through collateral resources.

### **Representative Duties:**

- Provide general clerical support including assistance in reception, answering telephones, processing mail and other administrative duties, as needed.
- Assist Probation Officers with their investigations and the supervision of clients.
- Support the work of Probation Officers by communicating with collateral contacts including law enforcement agencies, employers, educational institutions, treatment providers and others.
- Support treatment services programming in a variety of ways including procurement and monitoring.
- Provide support for Problem Solving Courts. Track and organize program applications. Monitor and document program participation, accomplishments, and progress both during and after program completion. Assist with the preparation for program meetings and court sessions.
- Assist in organizing workshops that serve as a resource to the clients we serve. Topics include but are not limited to employment, educational and vocational services, Bureau of Prisons orientations, housing, child support, registry of motor vehicles and other life skills issues.
- Develop and maintain client resources for housing, community service, employment services, vocational programming, self-help meetings and other pro-social community-based activities.
- Provide support for the location monitoring program. Track equipment monitor daily summaries and enter office approved schedule changes.
- Provide support for the sex offender supervision team. Track cyclical polygraphs, computer monitoring reports, and treatment reports.
- Provide support to Bureau of Prison (BOP) inmates returning to the community. Assess their individual needs and make referrals for appropriate services.
- Document case developments in the Probation and Pretrial Services Automated Case Tracking System (PACTS).
- Conduct criminal record checks, as needed. Obtain fingerprints, track DNA testing, schedule drug tests, verify client history and characteristics and send FBI flash notices.
- Other related duties, as assigned.

### **Qualifications:**

- High school graduation or equivalent. Completion of a bachelor's degree from an accredited college or university in a field of academic study such as criminal justice, criminology, psychology, sociology, human relations or business or public administration preferred.
- Two years of general work experience that indicates the candidate possesses or can acquire the knowledge and skills needed to perform the duties of the position is required. (Note: education beyond high school may be substituted for general work experience.)
- One year of progressively responsible experience gained after completion of a bachelor's degree, in such fields as social work, case management, probation, pretrial services, parole, corrections, criminal investigations, or work in substance abuse disorder treatment is highly desirable and preferred.
- Candidates should be mature, responsible, poised, possess tact, diplomacy, good judgment, analytical skills, initiative, and excellent customer service skills.
- The incumbent must have strong verbal and written communication skills and be computer literate, including proficiency with word processing, spreadsheets, Adobe Acrobat, and other basic computer software programs.
- A team attitude, attention to detail, a growth mindset, and a willingness to adapt to a changing work

environment are essential to maintain the Court's quality standards. The individual selected must understand and abide by the rules, policies, and regulations of the Court.

- Commitment to public service.
- Applicants must be U.S. citizens or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States.

**Preferred Qualifications:**

- Spanish speaking.
- Bachelor's degree.

**FBI Background Investigation:**

As a condition of employment, the selected candidate must successfully complete a Federal Bureau of Investigation (FBI) background investigation, defined as a technical fingerprint search of the criminal history records of the FBI national fingerprint database.

**Hours:**

Monday to Friday, 8:30 AM to 5:00 PM. Some flexibility in start and end times, as approved by the Chief Probation Officer. Additional hours, as needed.

**Benefits:**

A generous benefits package is available and includes the following:

- Eleven (11) paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS)
- Health benefits under the Federal Employees' Health Benefits Program (FEHB)
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FGLI)
- Flexible Benefits Program
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)

**How to Apply:**

Submit all of the following documents **as a single pdf**: (1) a cover letter; (2) a current resume; (3) a list of three professional references, including their current contact information and (4) a completed AO-78, Application for Federal Judicial Branch employment to: [HR\\_Department@ctd.uscourts.gov](mailto:HR_Department@ctd.uscourts.gov)

Please also submit the responses to the following. No more than two pages double-spaced, total.

1. All applicants have a background, identity, interest, or talent that provides meaningful context to their application. Please share your story.
2. The people we investigate and supervise also have a story and these go far beyond their charged offenses. How would this information be helpful to you in your work for the U.S. Probation Office?

Applications for Judicial Branch Federal Employment (AO78) may be obtained at:

<http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

**Information for Applicants:**

Employees of the United States Probation Office are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court. All Probation employees are required to adhere to a Code of Conduct, copies of which are available upon request. Applicant must be a United States Citizen or meet the exceptions to the statutory restrictions on hiring non-citizens to work in the federal government in the continental United States. The United States Probation Office is a part of the Judicial Branch of the United States government, and therefore is not subject to the many statutory and regulatory provisions that govern civil service employment.

The U.S. Probation Office reserves the right to modify the conditions of this job announcement or to withdraw the job announcement or to fill the position earlier than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein. Applicants who do not submit all the requested materials as listed above may lose consideration for this position.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

**Due to the expected high volume of applicants for this position, we will only contact those qualified individuals who will be invited for an interview.**

**THE UNITED STATES PROBATION OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER  
AND VALUES INCLUSION AND DIVERSITY**