



**United States Bankruptcy Court
District of Delaware**
824 Market Street
Wilmington, DE 19801
www.deb.uscourts.gov

INTERNSHIP OPPORTUNITY
Vacancy Announcement #18-01

Position: **Information Technology Intern**

Position Type: Part-Time, Temporary
Up to 20 hours/week

Number of Positions: Multiple

Salary Range: Unpaid and/or Work Study

Duty Location: 824 Market Street, Wilmington, DE 19801

Opening Date: November 6, 2017

Closing Date: Open until filled

Position Duration: Six Months to One Year Appointments

Position Overview:

This position is located in the clerk's office of the U.S. Bankruptcy Court. This position is part of the Information Technology Team. The Information Technology Intern will focus primarily on providing personal computer end-user support and general administrative and project assistance to the Information Technology Team and Court Staff. Duties will be performed under the supervision of an IT Team member.

Duties & Responsibilities include, but are not limited to:

- Respond to personal computer help desk calls and e-mails, log computer problems, and assist with routine problems.
- 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.
- Receive general incoming phone calls to the Information Technology Department and respond or forward call to the appropriate individuals.
- Prepare routine reports, notices and other correspondence using templates, and forms.
- Assist with preparing correspondence and documents, including typing, key boarding, formatting, and general document from templates.
- Assist the IT Team members with applicable projects.

QUALIFICATIONS - GENERAL:

Enrollment in a Computer Science, Information Technology, or related field at a two or four-year undergraduate institution.

Must be highly motivated, well-organized, possess maturity, good judgement and excellent communication skills and the ability to work with a wide variety of people with diverse backgrounds.

General knowledge of computer, hardware, software and networking technologies. Knowledge of Microsoft Office suite (Outlook, Word, etc). Knowledge of Windows 7/10 and MAC OS operating systems.

Ability to follow detailed instructions and multitask and be responsible, poised and meticulous. Successful candidate must have integrity, tack, display good judgement, and initiation.

QUALIFICATIONS - PREFERRED:

Experience supporting desktops in a virtual environment. Ability to maintain, troubleshoot, and administer printing, scanning and other multi-function networked devices. Sufficient experience supporting mobile devices (smart phones, tablets, laptops).

Have and maintain a 3.00 cumulative grade point average or better.

Conditions of Employment:

All applicants must be U.S. Citizens or eligible to work in the United States. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are "at will" and can be terminated with or without cause by the Court. Federal Government Civil Service classifications/regulations do not apply. Interns will be hired provisionally pending the results of a background check. Applicants selected for interviews must travel or relocate at their own expense.

Application Procedure:

Qualified applicants must submit the following (1) cover letter; (2) current resume that details experience and qualifications, and (3) a completed Application for Judicial Branch Federal Employment (Form AO78). Send information via e-mail to deb_jobs@deb.uscourts.gov

The Application for Judicial Branch Federal Employment (Form AO78) is available at <http://www.uscourts.gov/forms/AO078.pdf>

Applicants without access to e-mail may apply via mail to the following address. Envelopes must be marked: "Personal and Confidential."

Human Resources
United States Bankruptcy Court
District of Delaware
824 North Market Street-Suite 300
Wilmington, DE 19801

Applicants who fail to submit all required documentation, or who submit application materials through any other means, other than as provided above, will not be considered.

Due to the volume of applications received, the Court will only communicate to those individuals who will be interviewed for this position. No phone calls will be accepted. Only qualified applicants will be considered.

The United States Courts is an Equal Opportunity Employer.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date if a closing date is shown, any of which actions may occur without prior written notice or other notice.