NOTICE OF POSITION VACANCY

POSITION TITLE: **PROBATION SUPPORT TECHNICIAN**

POSITION LOCATION: NEW ORLEANS, HAMMOND, OR HOUMA, LOUISIANA

VACANCY ANNOUNCEMENT #: 26-PRB-12

OPENING DATE: **WEDNESDAY, OCTOBER 7, 2026**

CLOSING DATE: APPLICATIONS RECEIVED BY CLOSE OF BUSINESS ON FRIDAY, OCTOBER 23, 2026, WILL BE CONSIDERED FOR FIRST REVIEW OR UNTIL FILLED. **(MORE THAN ONE POSITION MAY BE FILLED FROM THIS VACANCY ANNOUNCEMENT)**

JOB CLASSIFICATION/GRADE: CL 24

SALARY RANGE: $44,701 - $72,654 (DEPENDING ON QUALIFICATIONS AND EXPERIENCE)

POSITION OVERVIEW

The United States Probation Office, for the Eastern District of Louisiana, is seeking to fill the position of Probation Support Technician.

Probation Support Technicians provide entry-level technical and administrative support to probation officers in areas including assisting with conducting investigations, compiling criminal histories, coordinating with collateral agencies, supervise a caseload of low-risk offenders and defendants, conduct urinalysis and perform similar duties under the guidance of a probation officer.

REPRESENTATIVE DUTIES:

- Assist probation officers in compiling criminal histories/profiles, running record checks through local and national databases and files, conducting inquiries with collateral agencies, collecting verifiable and supportable documentation, and performing similar activities.
- Conduct urinalysis and maintain chain of custody of urinalysis testing materials. Maintain paper and computerized records of test results and inform probation officers of test results. Maintain and mail or transport tests and materials to laboratories for confirmation.

U.S. Probation Office, Eastern District of Louisiana

WEBSITE
laep.uscourts.gov

PHONE
504-589-3333

"WE ARE COMMITTED TO THE FAIR ADMINISTRATION OF JUSTICE, PROVIDING CONTINUITY OF SERVICES THROUGHOUT THE JUDICIAL PROCESS, AND BEING OUTCOME-DRIVEN. AS PROFESSIONAL CHANGE AGENTS, WE WORK COLLECTIVELY TO MAKE COMMUNITIES SAFER AND EFFECT A POSITIVE DIFFERENCE IN THE LIVES OF THOSE WE SERVE."

HOW TO APPLY

Applicants must be citizens of the United States or be authorized to work in the United States.

Email the following in a single PDF file to vacancies@laep.uscourts.gov:

(1) **Cover Letter**
(2) **Resume**
(3) **Most recent two performance evaluations**
(4) **Judicial Branch Application**

Please include the vacancy number of the position in the subject line of the email.

BENEFITS

The Court is a qualifying employer for Public Service Loan Forgiveness, along with available:

- **Health, Dental, Vision,** and **Life** insurance.
- **Vacation, Sick Leave,** and **Holidays**.
- **Retirement** (FERS).
- **Thrift Savings Plan** (similar to a 401(k) plan).
- **Flexible Spending Accounts** for health care, dependent care, and commuter expenses.

Eligibility for benefits varies with part-time and/or temporary appointments.

- Under the guidance and direction of a probation officer, monitor offender compliance by making telephone contacts and reviewing written monthly reports. Report noncompliance issues to probation officer.
- Prepare and process forms and documents, ensuring consistency and accuracy among court-supplied documents, officer reports, and related paperwork. Format, type, and edit reports which are reviewed by a probation officer.
- Prepare and update case files and reports for investigation and supervision at the direction of a probation officer and in accordance with established policies and practices.
- Provides technical assistance and services to probation/pretrial officers in support of preparation of various investigations. Prepare written correspondence, reports, form letters, collateral investigations, verification of information, and documents for probation/pretrial officers. Disclosure of said documents to the court, Bureau of Prisons, or any other agency, as needed. Maintain correspondence of control records (Case Files).
- Conduct case file (Hardcopy/Electronic) reviews and advise probation/pretrial officers of matters needing their attention. Make chronological entries and/or upload documents in supervision/presentence/pretrial case records (Hardcopy/Electronic). Conduct records research and retrieval via telephone or mail to obtain required documentation. Set up new supervision/presentence/pretrial case records and perform various file management tasks. Assist probation/pretrial officers in responding to collateral requests for information. Assemble and process information to the Sentencing Commission. Keep various logs and records up to date.
- Maintains the court calendar, whereby notifying probation/pretrial officers of scheduled hearings before the court. Maintains confidentiality on all matters.
- Format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans, pretrial bail reports, supervision case plans and reviews, and memoranda or reports to the court.
- Complete various standard forms for submission to the court and legal counsel using information provided by officers, including petitions, orders to the court, and similar documents.
- Operate the local/state law enforcement information retrieval system and Criminal Justice Information System (CJIS) terminals to obtain criminal history information and route the information to appropriate recipients. Obtain credit checks, verifications of employment and education, and send FBI flash notices.
- Open, close, and update information into computerized records, including the Probation Automated Case Tracking Systems (PACTS). Research information from case records and enter into system as appropriate. Screen forms completed by probation/pretrial officers and request corrections as needed. Retrieve information from databases and generate periodic reports.
- Assist with the creation of emergency reference cards for new offenders. Upload digital photographs and import into the case management database. Monitors all facsimile machines. Operate a variety of copying and records equipment. Processes large copying assignments as assigned.
- When applicable, assist probation/pretrial officers and non-English speaking offenders, family members, and witnesses in translation services.
- Participate in problem solving at staff meetings with other support staff, and probation/pretrial officers. Make constructive suggestions for improvement in work processes to better achieve goals and objectives.
- Assist with preparing and shipping records to the appropriate Federal Records Center. Retrieves records from the appropriate Federal Records Center.
- Provide general clerical office support by performing any or all of the following tasks: Answer telephone and take messages; copy and distribute documents; send and receive faxes and electronic mail messages; process travel and expense reimbursement documents; receive and distribute incoming and outgoing mail; attend meetings and take minutes; provide backup reception assistance; order and store office supplies; assist with the maintenance of the file room; and assist probation/pretrial officers with word processing or other computer matters.
- Perform similar duties as assigned.

QUALIFICATIONS – EDUCATION & EXPERIENCE:

To qualify, an applicant must be a high school graduate or equivalent, have at least two years of general experience, and one year of specialized experience.

General experience is defined as progressively responsible clerical, office or other work which indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Education above the high school level may be substituted for required general experience based on one academic year (30 semester or 45 quarter hours) equals one year of general experience.

Specialized experience is defined as progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

Preferred Qualifications – 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 is preferred.

ADDITIONAL INFORMATION:

Applicants will be evaluated to determine those who are best qualified. This determination will be based on a review of the applicant's relevant experience, education, and training. Qualified applicants, only, will be contacted for an interview and only those interviewed will receive a response.

Applicants invited for a personal interview will be subject to a criminal records check with law enforcement agencies. A complete background investigation is required for employment with the U. S. Probation Office for the Eastern District of Louisiana. The investigation will include, but is not limited to, prior employment records, criminal records, motor vehicle records, and credit reports.

DISCLOSURES:

Due to the volume of applications received, only those interviewed will be notified of the selection outcome. The United States Probation Office reserves the right to modify the conditions of this vacancy announcement, and/or fill multiple positions from this vacancy announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior written notice. 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. The United States Probation Office requires employees to adhere to a Code of Conduct for Judicial Employees. The Court will not reimburse candidates for travel in connection with the interview or pay for any relocation expenses. Employees of the Federal Judiciary are required to use Electronic Fund Transfer (EFT) for payroll direct deposit. We appreciate your interest in employment with our district.

The United States Probation Office for the Eastern District of Louisiana is an Equal Opportunity Employer