

**UNITED STATES DISTRICT COURT
DISTRICT OF MASSACHUSETTS**

NOTICE OF VACANCY



POSITION TITLE: Help Desk Technician

POSITION TYPE: Full-time Regular (FTR), Excepted Service

ANNOUNCEMENT #: #18-1

LOCATION: Boston, Massachusetts

CLASSIFICATION LEVEL: CL 24 - 25 * (Salary range \$40,491 -\$72,706), depending on experience

* Starting salary usually in the low to middle portion of the range provided above, depending upon qualifications and experience. Promotion to higher level is dependent on the needs of the office, assigned work duties and individual performance.

OPENS: January 12, 2018

CLOSES: Open Until Filled
{Preference those who apply by 2/2}

The Clerk's Office currently is seeking applications for a Help Desk Technician. This position is assigned to the Information Technology Department of the U. S. District Court Clerk's Office.

Job Summary

The incumbent is responsible for providing help desk support for end users, systems administration, courtroom technology support, desktop configuration, user support, troubleshooting and desktop security. The incumbent is a member of the Systems group and reports to a department supervisor.

Representative Duties

Duties will include, but not be limited to, the following:

- Installs, tests, configures and provides first level technical support for word processing, database applications and other software systems.
- Repairs and maintains desktop PCs, scanners, printers and hardware systems.
- Installs, supports, and troubleshoots evidence presentation systems and video conferencing equipment used in court proceedings.
- Installs, configures, administers, and analyzes new products of special applications and LAN systems, including roaming profiles and automated workstation management.

- Installs, configures and supports cell phones, VOIP and voice mail systems and the inter-operation between these devices and networked resources.
- Maintains computer security resources on all workstations, including anti-virus and firewall systems.
- Provides end user support by explaining technical concepts in an understandable manner. Displays patience with inexperienced users.
- Logs and maintains help desk tickets using a ticket management system.
- Writes effective instructions for users and fellow staff. Prepares professional reports and memos that are understandable and on time.
- Analyzes, isolates, and works independently and with the assistance of other technical support staff to solve problems in complex systems. Helps diagnose and remedy computing system failures, both hardware and software.
- Other duties, as assigned.

Minimum Qualifications

- One to three years progressively responsible experience providing end user support and assisting with computer problem resolution.
- Demonstrated skill in performing routine hardware maintenance.
- Ability to implement, operate and document information technology systems considering both hardware/software issues.
- Knowledge of computer processes and capabilities.
- Ability to perform both hardware and software maintenance and trouble-shooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand.
- Proficiency at writing effective instructions for users and fellow staff.
- Exceptional customer support skills.
- 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

- Bachelor's degree, or two year degree in Computer Science or related field, from an accredited college, university or technical school.
- Experience working in the federal court system.

FBI Background Investigation

Applicants considered for this position will undergo 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 to determine if there is an arrest record on the individual.

Benefits:

A generous benefits package is available and includes the following:

- Ten (10) 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)
- Dental and Vision insurance options under the Federal Employees Vision and Dental Insurance Program (FEDVIP)
- Flexible Benefits Program
- Life insurance benefits under the Federal Employees' Group Life Insurance Program (FEGLI)
- Long Term Care Insurance options through the Federal Judiciary or the Office of Personnel Management (OPM)
- Transit Subsidy Program

Hours:

8:30 AM to 5:00 PM, Monday through Friday, with some extra hours early morning, evenings or weekends, as needed. Occasional travel to Worcester and Springfield divisional offices and other locations is required.

How To Apply:

Submit all of the following documents as one pdf: (1) a cover letter , (2) a current resume, (3) a list of three professional references with current contact information, and (4) a completed AO-78, Application for Federal Judicial Branch employment (version dated 10/09) to:

**United States District Court
Attn: Human Resources
Vacancy #18-1
John Joseph Moakley U.S. Courthouse
1 Courthouse Way, Suite 2300
Boston, MA 02210**

Applications also accepted by e-mail: usdcmajobs@mad.uscourts.gov

Note: If you apply by e-mail, please make certain the code **HR Mail, Vacancy #18-1, Help Desk Technician** appears in the subject line of your e-mail correspondence to usdcmajobs@mad.uscourts.gov.

The Application form (AO-78, version dated 10/09) is available on our website in fillable format at www.mad.uscourts.gov. **Please print or type all information.** If your application does not provide all information requested, or if your applicant packet is not complete, you may lose consideration for this position.

Information For Applicants:

Employees of the United States District Court are appointed in the excepted service, are considered “at-will” employees, and serve at the pleasure of the Court. All Court employees are required to adhere to a Code of Conduct, copies of which are available upon request. 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. The United States District Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

The U. S. District Court 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. The Federal Financial Management Reform Act requires direct deposit of federal wages. Completion of a six-month probationary period is required.

Due to the expected high volume of applicants for this position, the U.S. District Court will only make contact with those qualified applicants who will be invited to interview.

NO FAXES PLEASE

EQUAL OPPORTUNITY EMPLOYER