



UNITED STATES DISTRICT COURT DISTRICT OF HAWAII

JOB VACANCY ANNOUNCEMENT

POSITION TITLE: HELP DESK SUPPORT SPECIALIST
Full-time, Excepted Service

ANNOUNCEMENT #: #13-06

LOCATION: United States District Court
Prince Kuhio Federal Building and U.S. Courthouse
300 Ala Moana Blvd., Rm. C-338
Honolulu, Hawaii

**COURT PERSONNEL SYSTEM
LEVEL & SALARY RANGE:** CL-24/CL-25 (\$39,359 - \$70,694 including COLA).
Starting salary dependent on qualifications and court
budget.

CLOSING DATE: Open until filled. Applications received by 5:00 p.m.,
December 20, 2013, will be given first consideration.

POSITION SUMMARY

The Clerk's Office of the United States District Court is a career-oriented organization focused on providing exceptional service to the court, members of the legal community, and the general public. Currently, we are seeking applicants for a full-time **Help Desk Support Specialist** position.

The Help Desk Support Specialist reports to the Director of IT and performs end user support and technical support in installing and configuring computer hardware and software programs, as well as second-level end user support for the District Court, Probation, and Pretrial Services units. The incumbent troubleshoots routine to complex hardware and software problems based on the understanding of the needs and priorities of end users and gathering and analyzing information to determine (or recommend) the best course of action. The incumbent is very customer service oriented, and must present a professional and capable persona to ensure trust and reliability in what they say and tell users to do.

The court has approximately 150 users. Applications are housed on Windows Server 2008, MySQL/SQL, and Windows 7 as the primary desktop operating system. Off-the-shelf applications include WordPerfect, Lotus Notes, Internet Explorer, Microsoft Office and other applications.

The IT staff also supports a significant quantity of mobile computing devices including Blackberry devices, iPhones, iPads, and laptop computers.

REPRESENTATIVE DUTIES

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with

web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.

- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run.
- Assist with inventory control duties.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and train personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.
- Perform other related duties or special projects, as assigned.

QUALIFICATIONS

Qualified candidates should possess the following requirements:

CL 24: Minimum of one year of specialized experience equivalent to work at CL-23

CL 25: Minimum of one year of specialized experience equivalent to work at the CL-24.

Specialized experience is progressively responsible information technology and automation experience that involved:

Mastery of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.

Preferred Qualifications: Two or more years of specialized experience gained while employed at a highly structured work environment, and a bachelor's degree in information technology is highly preferred. Experience in working with Voice over IP technologies a plus.

Candidates must also demonstrate: The ability to communicate technical information effectively (both orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while

complying with regulations, rules, and procedures. Ability to work as part of a team. Ability to consistently demonstrate sound ethics and judgment. Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

CONDITIONS OF EMPLOYMENT

Applicants must be United States citizens or eligible to work in the United States. All application information is subject to verification. The selected candidate will be subject to a background check as a condition of employment and will be hired provisionally pending successful completion of the background check. Unsatisfactory results may result in termination of employment. Employees of the United States District Court serve under "Excepted Appointments" and are considered "At-Will" employees. As such, employment may be terminated by either the employer or employee with or without cause. Federal Civil Service classifications and regulations do not apply; however, court employees are entitled to benefits similar to those of other federal government employees. Court employees are required to adhere to the *Code of Conduct for Federal Judicial Employees*. This position is subject to mandatory electronic funds transfer for payroll direct deposit. Interview and relocation expenses will not be reimbursed.

BENEFITS

Federal Judiciary benefits include paid vacation, sick leave and holidays; participation in federal health insurance, life insurance and retirement programs, including the Thrift Savings Plan (tax-deferred retirement savings and investment plan with matching contributions); a flexible benefits program; supplemental dental/vision insurance, and a professional environment. An overview of Federal Judiciary benefits is accessible at: <http://www.uscourts.gov/Careers/BeneFitForLife.aspx>

HOW TO APPLY

It is recommended that applications be submitted as soon as possible. To ensure consideration, promptly submit **one of each** of the following:

(1) Letter of interest; (2) current resume; (3) list of three professional references with contact information; and (4) completed and signed *AO-78 Federal Judicial Branch Application for Employment* (fillable form can be found under "Forms" at www.hid.uscourts.gov).

Application packages must be emailed, mailed or hand delivered to the following address, and will not be considered complete unless **all** items have been received by Human Resources. Preference will be given to application packages received by **December 20, 2013**. Due to the anticipated volume of applications, only candidates in consideration for this position will be contacted.

HELP DESK SUPPORT SPECIALIST #13-06 (CONFIDENTIAL)

U.S. DISTRICT COURT
300 ALA MOANA BLVD. RM C-338
HONOLULU, HI 96850

OR via e-mail (Word or PDF format) to: careers@hid.uscourts.gov

The U.S. District Court reserves the right to modify the conditions of this job announcement, withdraw the announcement, or fill the position earlier than the closing date, any of which may occur without prior written notice.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER