



**UNITED STATES DISTRICT COURT  
DISTRICT OF HAWAII**

**VACANCY ANNOUNCEMENT  
NO. 2015-01**

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**Position:** **HELP DESK SUPPORT SPECIALIST**

**Terms of Employment:** Full-time, Excepted Service, Temporary (*up to one year and one day*) with potential for extension or conversion to permanent status without further competition, subject to funding.

**Classification Level:** Court Personnel System, CL 23- CL 24  
(*with promotional potential to CL 24 or CL 25 without further competition*)  
Table N6 - Hawaii  
Starting salary, dependent on qualifications  
Grade: CL-23, steps 1-61; Salary range: \$36,261 - \$58,937  
Grade: CL-24, steps 1-61; Salary range: \$40,159 - \$65,270  
*\*Salary noted above includes 12.25% Hawaii Cost of Living Adjustment (COLA).*

**Position Location:** United States District Court  
300 Ala Moana Boulevard, Room C338  
Honolulu, HI 96850

**No. of Positions:** More than one position may be filled.

**Closing Date:** Position open until filled. Priority consideration will be given to applications received by 5:00pm on February 2, 2015.

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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 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 offices. 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.

### **SALARY AND QUALIFICATIONS:**

Starting salary depends on education and experience. This position is graded under the Court Personnel System. At the CL-23 level, applicants must have a high school graduation or equivalent and two years of general experience. At the CL-24 level, applicants must have a minimum of one year of specialized experience equivalent to work at CL-23.

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

*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

The Classification Level (CL) is similar to the General Schedule (GS) ratings in the Federal Executive Branch, CL-23 = GS-7, CL-24 = GS-7.

**Educational Substitutions** - Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience. Education may not be substituted for specialized experience.

**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.

## **BENEFITS:**

The U.S. District Court falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under “Excepted Appointment” and are considered “At-Will” employees. As such, employment may be terminated by either the employer or the employee with or without cause. Federal Government Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other Federal Government employees. These benefits include participation in the Federal Employees’ Retirement System which contributes to the Social Security Retirement Program, Federal Employees’ Health Benefits, Federal Employees’ Group Life Insurance, Thrift Savings Plan (similar to a 401k plan with employer matching contributions), paid holidays and annual/sick leave accrual. An overview of Federal Judiciary benefits is accessible at: <http://www.uscourts.gov/Careers/BeneFitForLife.aspx>. This position is subject to mandatory electronic funds transfer for payment of net pay.

## **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.

## **HOW TO APPLY:**

It is recommended that applications be submitted as soon as possible. To ensure consideration, qualified applicants must submit ALL of the following documents in ONE PDF format:

- 1) Letter of interest;
- 2) An updated resume;
- 3) A completed and signed AO-78 (Judicial Branch Federal Employment application), which is available from the Hawaii U.S. District Court website: [www.hid.uscourts.gov](http://www.hid.uscourts.gov) under FORMS and “Miscellaneous;” and
- 4) Three professional references with contact information.

You must submit **ALL** required documents to be considered for this opportunity; incomplete packets will not be considered. Non-submission of the required documentation listed above or an incomplete application packet may disqualify applicant from further consideration.

Please submit electronically via email in ONE PDF to: [careers@hid.uscourts.gov](mailto:careers@hid.uscourts.gov) with subject line: *VA 15-01 Help Desk Application (your name)*.

Due to the volume of applications, the U.S. District Court will only communicate with those individuals who will be invited for personal interviews and only applicants who are interviewed will receive a written response regarding their application status. The U.S. District Court is not authorized to reimburse candidates for interview or relocation expenses.

The District of Hawaii, U.S. District Court reserves the right to modify or withdraw this vacancy announcement, or to fill the position any time before the closing date, any of which may occur without prior written or other notice. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Clerk of Court may elect to select a candidate from the original qualified applicant pool.

*AN EQUAL OPPORTUNITY EMPLOYER*