



## Vacancy Announcement United States District Court Western District of Missouri

Position: Help Desk Technician  
Part-time (32 hours a week)  
Position Number: IT-04-2-14  
Location: **Kansas City, Missouri**  
Starting Grade/Range: CL23/1 - \$31,343 (will be pro-rated)  
(\$15.06 hour)  
Opening Date: April 21, 2014  
Extended Closing Date: May 23, 2014 @ 5 pm CST

### Overview of Position

The United States District Court for the Western District of Missouri is accepting applications from qualified candidates for a part-time Help Desk Technician position. This position is part of the consolidated Information Technology (IT) Department and will be located in Kansas City, Missouri. The Help Desk Technician position will monitor the help desk ticketing system and phone line for the District and Bankruptcy Courts and the Probation and Pretrial Services Office.

This position reports directly to the IT Customer Service Manager and performs, but is not limited to, the following duties:

- Serves as the central point of information and assistance for end users. Answers help desk calls and e-mails, logs problems (computer, printer, scanner, etc.) in work order tracking system. Keeping the information accurate and up-to-date.
- Route tasks to Service Center technicians, or other information technology staff under the guidance of the Service Center Manager.
- Contact customers with regular updates on the status of their IT issues.
- Researches and analyses reported issues and determines problem source and potential solutions.
- Set up, configure, install, troubleshoot and document software problems. Provide information and assistance to users on applications such as word processing software and data entry. Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians.
- Assists with end user training when appropriate.
- Assists with courtroom support activities including audio/video components, their respective network protocols and subsequent integration within the courtroom environment.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs.
- Monitors day-to-day operations of the equipment and systems.

### Qualifications

The candidate must possess excellent customer service skills and have at least 6 months to 1 year experience providing end user support activities and computer problem resolution as outlined below. The ideal candidate will possess a two year degree from an accredited college, university or technical school, or a combination of education and work experience in a related area or field. Additionally:

- A+ and Network + or MCDST
- Experience in desktop or service desk in a medium to large enterprise environment.
- Demonstrated skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware/software issues. Knowledge of custom off-the-shelf computer hardware/software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform hardware/software maintenance and troubleshooting.
- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to communicate effectively (orally and in writing) to individuals and groups to provide information and answer procedural questions without providing legal advice. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work individually, as well as in a team environment.

## **Benefits**

Employees of the United States Courts are entitled to **pro-rated** benefits including leave program and periodic salary increases, 10 paid holidays each calendar year, insurance plans (Health, Dental, Vision, Life, Long-Term Care, and Long-Term Disability), Flexible Spending Accounts (Health-care and Dependent-Care reimbursement accounts), Retirement System and Thrift Savings Plan participation (with up to 5% employer matching contributions). This position is subject to mandatory electronic direct deposit of salary payment.

## **Application Procedure**

For consideration, qualified applicants must apply by sending a PDF or Word file containing a cover letter, detailed resume, three business references and AO78 application form (see link below) by May 23, 2014 to:

Michele Nelson  
U.S. District Court  
Charles Evans Whittaker Courthouse  
400 East 9th Street, Room 1510  
Kansas City, MO 64106  
Email: [michele\\_nelson@mow.uscourts.gov](mailto:michele_nelson@mow.uscourts.gov)

AO78 Form Link: <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>

## **Miscellaneous**

The successful candidate will be hired provisionally, pending the results of a FBI Background Investigation. The court provides reasonable accommodations to applicants with disabilities. If you require a reasonable accommodation for any part of the application process, please notify Michele Nelson in the Human Resources Department. The decision on granting reasonable accommodation will be made on a case by case basis.

Applicants must be United States citizens or eligible to work in the U.S. Travel for a personal interview and relocation expenses will not be reimbursed. The Court will only communicate with those qualified applicants who are selected for an interview. If you are not notified, another applicant was selected. The Western District of Missouri is an equal opportunity employer and values diversity in the work place.

The Court reserves the right to modify the conditions of this announcement, withdraw the announcement, or fill the position at any time before the closing date, any of which may occur without prior written notice.