Vacancy Announcement
United States District Court
Western District of Missouri

Position:	Help Desk Technician
Position Number:	HDT-06-14
Location:	Springfield, Missouri
Starting Grade/Range:	CL25/01 – CL25/32 = ($38,334 - $50,720) Promotion potential to CL26
Opening Date:	June 17, 2014
Closing Date:	July 7, 2014 at noon

Overview of Position

The United States District Court for the Western District of Missouri is accepting applications from qualified candidates for a full-time Help Desk Technician position. This position is part of the consolidated Information Technology (IT) Department and will be located at the divisional office in Springfield, Missouri. The Help Desk Technician position primarily provides user support activities and computer problem resolution 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 a central point of information and assistance for end users. Responds to help desk calls and e-mails, logs problems (computer, printer, scanner, etc.) in work order tracking system. Performs routine to moderately complex troubleshooting for hardware/software systems. Problems that are not quickly resolved are escalated to the next level.

- 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.

- Assist with creating Citrix user accounts and providing group policy setup appropriate. Assist in the installation or rollout of upgrades within a Citrix VDI environment. Provide day-to-day systems backups and verify the validity of data.

- Provides support for mobile computing devices and remote access. Perform inventory control duties when issuing and collecting computer equipment. Provides cabling support.

- Performs basic system support for VOIP telephone systems, such as additions, deletions, and moves.

- 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 a minimum of three years knowledge and 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:

- Knowledge of Citrix hardware/software concepts and programs. Ability to manage and troubleshoot Virtual Desktop Interface (VDI) environment.

- Extensive experience or MCSE certification in Windows 7 including MS Office, anti-virus, and other MS software suites

- 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 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) to:

Kathy Popejoy
U.S. District Court
Charles Evans Whittaker Courthouse
400 East 9th Street, Room 1510
Kansas City, MO 64106
Email: kathy_popejoy@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 the Kathy Popejoy 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.