

OFFICE OF THE CIRCUIT EXECUTIVE

UNITED STATES COURTS OF THE
DISTRICT OF COLUMBIA CIRCUIT

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333 Constitution Avenue, NW
Washington, D.C. 20001

IT Help Desk Specialist **Job Announcement Number USCA 20-09** **November 30, 2020**

Position Description – The IT Help Desk Specialist provides first tier help desk support for end users of the Court of Appeals and appellate offices. The position also provides technical support installing and configuring IT hardware (such as PCs, laptops, printers, and mobile devices) and software programs (such as Microsoft Office 365 applications, Adobe Acrobat, and nationally and locally developed systems). The IT Help Desk Specialist performs routine to moderately complex troubleshooting of hardware and software systems and assists with inventory control. This full-time position is located in Washington, D.C. Some work may be done remotely.

Qualifications – Candidates must show experience that demonstrates the ability to: (1) understand the theories, principles, practices and usage of IT hardware and software; (2) perform hardware and software maintenance and troubleshooting; (3) effectively communicate with others both verbally and in writing; (4) show attention to detail, organizational skills, and the ability to manage multiple tasks; and (5) be flexible, work well under pressure, maintain a positive attitude, and meet deadlines.

Education and Experience – Candidates must have a high school diploma or equivalent. A bachelor's degree is preferred. Must have at least two years of specialized experience that demonstrates the possession of the skills required to perform the duties of the position. Preferred experience includes supporting Microsoft Office 365 applications, virtual desktops, and mobile devices.

Salary – CL 27 (\$57,625 - \$93,638) depending on qualifications.

Conditions of Employment – Applicants must be a United States citizen or eligible to work in the United States. Employees of the federal courts are excepted service appointments. Excepted service appointments are “at will” and may be terminated with or without good cause by the Court. The candidate selected for the position will be hired provisionally pending the results of a background investigation. Direct deposit of pay is required. Information about benefits is available at www.uscourts.gov/career/benefits.

Application Process – Submit a cover letter and resume by email to the Circuit Executive's Office. Email a single PDF attachment to VacancyITHelpDeskSpecialist@cadc.uscourts.gov. Only those candidates who will be interviewed will be contacted. The position is open until filled. The first cut-off date for review of applications is January 1, 2021.

The Circuit Executive's Office is an Equal Opportunity Employer.