



UNITED STATES DISTRICT COURT and PROBATION OFFICE– SOUTHERN DISTRICT OF IOWA

POSITION: Help Desk Technician

LOCATION: Des Moines, IA

OPENING DATE: Friday, May 18

CLOSING DATE: Open Until Filled

CLASSIFICATION LEVEL/SALARY RANGE: CPS CL-25 (\$40,464-\$65,799); Promotion Potential to CL-26 (\$44,562 - \$72,458); salary is based on educational background and experience in accordance with the Court Personnel System.

POSITION OVERVIEW

Do you have a passion for technology? Do you have varied technical experience and an interest in being hands on with a wide array of technology? If so, we want to hear from you! We are seeking a talented candidate that is customer oriented, adaptable, and eager to learn and explore. You will be working with a highly collaborative team across our district and be involved in activities such as user support, high-end audio/video systems in the courtrooms, and special projects bringing innovation to the Judiciary.

This position is in the consolidated Information Technology Department of the United States District Court and Probation Office for the Southern District of Iowa. The Help Desk Technician will provide help desk support for end users and perform work related to setting up, maintaining, and supporting computer systems and mobile devices. The incumbent will work with audio/video systems and services, including courtroom sound, video/electronic evidence presentation equipment, and video conferencing equipment; including hardware and software, wired and wireless synchronization, data management and conversion; and mobile computing.

By joining our team, you play a part in serving and protecting our community.

DUTIES AND RESPONSIBILITIES

Serves as the center point of information and assistance for end users on all matters relating to equipment and applications. Responds to support requests submitted via phone, email, online or in person.

Maintains version applicability and functionality of user applications, including MS Windows, MS Office, Adobe, and other applications. Provides technical support and assists in the maintenance of computer systems, mobile devices, courtroom technology, audio/visual systems, plus software and hardware additions, moves, and changes.

Maintains, installs, and updates personal computer workstations, including new product evaluation and software compatibility analysis. Maintains systems for imaging, software updates, and patch management.

Assists with developing and maintaining technical and user documentation for all assigned systems. Documents standard operating procedures, as necessary, for installed computer systems. Assists with preparing and maintaining completed documentation of all locally developed, tailored or enhanced software.

Receives, installs, and tests new and updated releases of network operating systems. Administers these systems to include user account management, print services, performance tuning, backups, diagnostics and any other hardware or software maintenance that may be required.

Assists in the development and implementation of short and long range technological improvements, ensuring minimal disruption to court operations.

Assists in the complete life cycle management of hardware, beginning to end, including inventory database management.

Tests and evaluates new technology prior to application in court environments.

Coordinates video and teleconferences for the court. This may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during conferences.

Serves as liaison with other federal agencies such as the U.S. Attorney's Office, Federal Public Defender, U.S. Trustee, and ensures offices receive adequate notice of available court technology.

Assists on projects and other duties as assigned.

QUALIFICATIONS

Associate's degree in computer science, computer engineering or related area, or a minimum of three years of experience in a technical support role. Candidate must have a good understanding of computer systems and an ability to troubleshoot and repair problems with hardware and software. Candidate also must have excellent organizational skills, an ability to often work independently but as part of a larger team, and ability to handle multiple projects and tasks at one time. The candidate must have a positive attitude, good communication skills, deliver excellent customer service, and be service oriented.

BENEFITS

Benefits include ten paid holidays, paid vacation and sick leave, and participation in the Federal Employees Retirement System. Optional participation in Federal Employees' Health Benefits Program, Federal Employees' Group Life Insurance Program, Flexible Benefits Program, Federal Judiciary Long Term Care Insurance Program, Thrift Savings Plan, and private long term disability insurance is also available.

CONDITIONS OF EMPLOYMENT

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available for review upon request. A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment. Employees of the United States District Court and Probation Office are at will and can be terminated with or without cause at any time.

Commencing from the start date in this position, the selectee must complete a one year probationary period.

MISCELLANEOUS

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The U.S. District Court and Probation Office for the Southern District of Iowa provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case-by-case basis.

The U.S. District Court and Probation Office for the Southern District of Iowa reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date, any of which may occur without prior notice.

The U.S. District Court and Probation Office for the Southern District of Iowa does not reimburse for expenses associated with interviews or relocation.

APPLICATION INFORMATION

Candidates must submit: (1) a resume and (2) a cover letter which addresses qualifications, skills, and experience necessary to perform the duties. Applications submitted without both items will not be considered. Only applicants selected for an interview will be notified.

Application materials should be mailed or e-mailed to:

Mindi Decker, Human Resources/Training Manager
U.S. District Court, Southern District of Iowa
P.O. Box 9344
Des Moines, IA 50306-9344
E-mail: mindidecker@iasd.uscourts.gov

The United States District Court and Probation Office is an Equal Opportunity Employer that values diversity in the workplace.