



**Position Title:** Help Desk Technician  
**Announcement Number:** FY 19/03  
**Type of Appointment:** Full-Time  
**Location:** Mobile, Alabama  
**Starting Grade/Salary:** Based on experience and qualifications:  
CL 24 \$37,245 - CL 25 \$66,888

**Open Until Filled:** To ensure consideration, applications due  
by May 17th, 2019

**Report Date:** To Be Determined

**Position Overview:** The United States Bankruptcy Court for the Southern District of Alabama is currently accepting applications for a Help Desk Technician. This position is located in the Clerk's Office in Mobile, Alabama. The successful candidate will work in a team environment providing support to the staff of the U.S. Bankruptcy Court.

**Position Summary:** The Help Desk Technician provides support for end users and technical support in installing and configuring computer hardware and software programs. At the higher level, performs routine to moderately complex troubleshooting for hardware and software systems.

**Representative Duties:**

- Assist staff with Microsoft Outlook, Microsoft Office, Adobe Acrobat, and other Court specific applications.
- Distribute and install new hardware, including but not limited to laptops, printers, and mobile devices.
- Assists with desktop and laptop imaging and installation as needed for both new hires and replacement systems.
- Receive and respond to personal computer help desk calls and emails, log computer problems, and assist with the routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level.
- Prepare and maintain documentation and standard operating procedures/checklists for end users.
- Create and run reports as requested.
- Monitor day-to-day operations of equipment and systems.
- Perform other duties as assigned.

**Knowledge Requirements:** Knowledge of computer processes and capabilities. Knowledge of Microsoft Outlook and/or Microsoft Office 2016 and familiarity with Windows 10 is preferred.

**Qualifications:**

Familiarity with hardware and software programs. General knowledge of routine office work and personal computing, including use of office equipment and typical office-related software applications. Ability to follow detailed instructions and multitask. Skill in organizing own work. Ability to communicate technical information effectively both verbally and in writing to end users is required. As a condition of employment, the selected candidate must successfully complete a background investigation with periodic updates every five years.

**Preferred Qualifications:**

Prior experience in helpdesk support with an A+ certification. The successful candidate should demonstrate the proven ability to handle multiple projects and tasks at one time, present a professional demeanor, possess strong office and organizational skills, possess excellent verbal and written communication skills, and must be able to work in a team environment.

**Employee Benefits:** Paid holidays; annual and sick leave; health insurance; dental, vision, life insurance; retirement plan; flexible spending accounts; Thrift Savings Plan; long term care insurance; and, long term disability insurance.

**Information for Applicants:** Employees of the U. S. Bankruptcy Court are Excepted Appointments and serve at the pleasure of the Court; they are not included in the government competitive service classification (e.g., Civil Service) system. Positions are classified and graded by the Court Personnel System. Direct Deposit of pay is mandatory. Employees are required to adhere to the Code of Conduct for Judicial Employees, which is available for review upon request. The Bankruptcy Court hiring procedures follow the guidelines set out in the EEO/EDR Plan, a copy of which is available for review upon request. As a condition of employment, an FBI Background Check or Investigation and a NCIC check are required. Applicants must be U. S. citizens or eligible to work in the United States. Relocation expenses are not being offered. Only the most qualified applicants will be interviewed. Participation in the interview process is at the applicant's own expense.

**How to Apply:** Qualified applicants should submit a letter of interest, resume and AO 78 as a **single** pdf document to: [cheryl\\_watkins@alsp.uscourts.gov](mailto:cheryl_watkins@alsp.uscourts.gov)

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