



U. S. District Court
Northern District of Ohio
801 West Superior Avenue
Cleveland, Ohio 44113

Benefits

Federal Benefits Include:

- Paid Annual Leave
- Paid Sick Leave
- Paid Holidays
- Pre-tax benefit programs
- Health Insurance
- Vision/Dental Insurance.
- Group Life insurance
- Long-Term Care Insurance.
- Defined contribution retirement benefits (FERS)
- Thrift Savings Plan (TSP)- 401 (k)-styled program with up to 5% match.

The U. S. District Court for the Northern District of Ohio is an Equal Opportunity Employer.

U. S. DISTRICT COURT NORTHERN DISTRICT OF OHIO

IT Help Desk Specialist

VACANCY #23-10

LOCATION: Cleveland

REPORTS TO: IT Supervisor

STATUS: Full-time permanent

CLASSIFICATION: CL 24/CL 25

POSTED: March 13, 2023

SALARY RANGE: \$43,211- \$70,226

AREAS OF CONSIDERATION: All qualified applicants.

CLOSING DATE: Open Until Filled

Position Overview

If you have a passion for technology and an interest in being hands on with a wide array of technologies, we want to hear from you! We are seeking a talented candidate with varied technical experience that is customer oriented, adaptable, and eager to learn and explore. The IT Help Desk Technician provides help desk support for end users and technical support in installing and configuring computer and software programs. (Promotion potential to CL 25 without further competition.)

Duties and Responsibilities include, but are not limited to the following:

- Provide day-to-day help desk support for end users via telephone or in person.
- Respond to help desk calls and emails, logs computer problems, and assist with routine problems. Issues that are not quickly resolved may be escalated to the next level.
- Troubleshoot hardware and software problems.
- Support programs and systems such as: Microsoft Office 365 (Outlook/Word/Excel/Teams/OneNote/OneDrive), WordPerfect, Adobe Acrobat, national and customized applications.
- Provide courtroom A/V support for court hearings both locally and remote.
- Provide support for mobile computing devices and remote access.
- Provide end users with basic system support for telephone systems.
- Provide Zoom support for court staff.
- Instruct users in use of equipment and software. Provide information and assistance to user on desktop applications, devices, and remote access.
- Prepare and distribute new hardware including PC desktops, printers and mobile devices.
- Recommend hardware, equipment and software updates.
- Perform inventory control duties.

(VA 23-10 – IT Help Desk Technician)

How to Apply:

Applicants must submit ONE PDF document containing the following to

Apply@OHND.uscourts.gov

- Cover Letter
- Resume
- Three professional references with contact information.
- Application for Federal Branch Employment found at:

<http://www.ohnd.uscourts.gov/careers>

Applicants selected for interviews must travel at their own expense and relocation expenses will not be reimbursed.

Conditions of Employment:

- Applicants must be U. S. citizens or eligible to work without restriction in the United States.
- Completion of FBI background investigation with law enforcement agencies including fingerprint, criminal, financial and employment records check.
- Employment is considered provisional until the FBI background check is complete.
- Employees of the federal judiciary must adhere to all Judicial Conference regulations, follow the policies in the Guide to Judicial Policy, and are bound by the Code of Conduct for Judicial Employees.
- Employees are considered "at will".
- Employees are required to use direct deposit for payroll.

- Maintain contact with other IT court personnel for the purpose of keeping abreast of developments, techniques, and user programs.
- Prepare and maintain documentation, standard operating procedures, and checklists for end users and other technicians.
- Monitor day-to-day operations of the equipment and systems. Provide technical expertise in solving computer system problems.
- Perform general IT support services as required and other IT duties as assigned.

Qualifications (Must be met at the time of application):

- High School Diploma or equivalent
- Two (2) years general work experience.
- One (1) year of specialized experience, which is defined as progressively responsible experience related to the technical aspects of data processing, office automation, and data communications onsite and/or remote technical support of hardware/software/peripherals, basic IP phone and troubleshooting, audio-visual technologies, mobile devices and their applications.
- Prior experience providing phone, remote, and in-person help/desk support.
- Proficiency in Microsoft Windows and Office 365 products.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.
- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption. Must be comfortable soliciting and providing critical feedback from the team as needed.
- Excellent organizations skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.
- Ability to provide support to other divisional offices, after-hours or weekend support as needed.
- PREFERRED: Undergraduate degree from accredited college/university in computer science or related field.

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.