

PC / "Help Desk" Administrator
Announcement No. PTS 12-03
Announcement Deadline: Open Until Filled

The U.S. Pretrial Services Office has an opening in Memphis, TN for an individual to provide basic hardware and software support to computer users throughout the entire organization. Incumbent will be tasked with installing and supporting IT equipment and software. Incumbent will also fulfill Help Desk calls by going to the user's work area to resolve problems. Strong hardware knowledge and skills are needed to facilitate troubleshooting. Superb customer service and interpersonal relations skills are required.

Minimum 2 years experience, basic PC support, HS diploma or equivalent required. Bachelors degree is preferred.

Salary Range: \$31,009 to \$47,052, based on experience. Submit Federal Judiciary Applications and resumes to: tnwptjobs@tnwd.uscourts.gov

Federal Judiciary Applications **MUST** be included and may be downloaded from <http://www.tnwd.uscourts.gov/emp.php>

More than one position may be filled from this announcement.

Only candidates selected for an interview will be contacted.

CAREER OPPORTUNITY

U.S. PRETRIAL SERVICES, WESTERN DISTRICT OF TENNESSEE

ANNOUNCEMENT NO: PTS 12-03

DATE: August 26, 2012

NO. OF VACANCIES: ONE

SUBMIT APPLICATIONS

POSITION TITLE: PC / "Help Desk" Administrator

and RESUMES TO:

CLOSING DATE: Open Until Filled

tnwptjobs@tnwd.uscourts.gov

www.tnwd.uscourts.gov

*****NOTICE OF VACANCY*****

DUTIES STATEMENT FOR PC / "Help Desk" ADMINISTRATOR

The PC / "Help Desk" Administrator is employed by the U.S. Pretrial Services Office and works under the supervision of the District Court's Manager of Information Technology, assists in the administration of the automated systems in the U.S. Pretrial Services Office, the U.S. Probation Office, the Clerk of Court's Office, and the Judicial offices of the Western District of Tennessee. The district operates over 300 personal computers (PCs). Court computer users are primarily using PC-based desktops and laptops equipped with WordPerfect, Lotus Notes, and the Microsoft Office suite software applications. The PC / "Help Desk" Administrator will be responsible for administration and support of the organization's computer "help desk", providing first line assistance to the user base. In addition to support and assistance calls, the PC / "Help Desk" administrator will be responsible for the development, maintenance, and administration of PC applications, printers, scanners, and other peripheral equipment. Additional duties will include daily support of hardware and software as needed.

This candidate must possess strong interpersonal skills; the ability to learn new software applications easily; and strong teaching skills. This candidate must be able to effectively communicate with non-technical users.

QUALIFICATIONS

<u>EDUCATION</u>	<u>YEARS OF EXPERIENCE</u>		<u>HIRING RANGE</u>
	<u>GENERAL</u>	<u>SPECIALIZED</u>	
HS (College degree preferred)	2	0	\$31,009(CL 23/1) - \$38,466(CL23/25)
	2	1	\$34,356(CL 24/1) - \$42,601(CL24/25)
	2	2	\$37,941(CL 25/1) - \$47,052(CL25/25)

NOTE: Classification 23/1 is the entry level for this position. The required specialized experience must have been at, or equivalent to, the second lower grade in the federal service.

Experience: Progressively responsible technical experience related to: data processing, office automation, data communications functions, applications, terminology, and methodology. Creditable experience would include, but not be limited to the following types of work: computer hardware and software installation and support, programming, systems analysis, or related subject-matter field work. Preferred experience should have included a responsibility for the design, development, implementation, and/or support of Novell Network, Microsoft Active Directory, UNIX-based system, relational database management system, or other interactive

system serving a diverse user base.

The United States District Court for the Western District of Tennessee is a federal trial court with jurisdiction over 22 counties in the western part of the state, all but two of which are located between the Tennessee and the Mississippi Rivers. The district is divided into two divisions; the Western Division, located in Memphis, the District's headquarters, and the Eastern Division, located in Jackson, Tennessee.

Employment in the federal judiciary offers benefits to full-time employees which include:

- 10 paid holidays per year
- generous vacation time, depending on length of service
- paid sick leave
- medical and life insurance options
- retirement plan and TSP (401K plan)

This is an "AT WILL" appointment. Appointee may be removed from this position for failure to perform at a satisfactory level following reasonable on-the-job training.

APPLICANTS ARE RESPONSIBLE FOR OWN INTERVIEW TRAVEL EXPENSES. THE SUCCESSFUL APPLICANT WILL BE SUBJECT TO A REFERENCE AND BACKGROUND (Criminal and Credit) RECORDS CHECK.

FEDERAL JUDICIARY APPLICATION MUST BE INCLUDED. FEDERAL JUDICIARY APPLICATION MAY BE DOWNLOADED FROM <http://www.tnwd.uscourts.gov/emp.php>

MORE THAN ONE POSITION MAY BE HIRED FROM THIS ANNOUNCEMENT.

ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.