



U.S. COURT OF APPEALS FOR THE NINTH CIRCUIT

VACANCY ANNOUNCEMENT

POSITION:	Help Desk Analyst - Electronic Case Filing and Case Management
LOCATION:	San Francisco, CA
CLASSIFICATION LEVEL/SALARY:	CL 23, 24, 25 (\$36,711 - \$56,172) <i>For internal applicants, this is a lateral transfer with promotion potential</i>
TERM:	1 year - Renewable depending on budget and performance
CLOSING DATE:	Open until filled - Applications received by May 12, 2010 will receive priority consideration

ABOUT THE COURT

The Ninth Circuit Court of Appeals is one of 12 regional federal courts. Circuit courts hear appeals from the district courts located within their circuit, as well as appeals from decisions of federal administrative agencies. Headquartered in San Francisco with courthouses in Pasadena, Seattle and Portland, the Court serves nine western states, Guam and the Mariana Islands. For more information about the federal court system, please visit: <http://www.uscourts.gov/> For more information about the Ninth Circuit Court of Appeals, please visit: <http://www.ca9.uscourts.gov>

POSITION DESCRIPTION

This position provides technical and non-technical support for a web-based case filing and case management system (CM/ECF). The users of our services include both external users (typically attorneys and their staff who file cases electronically with the Court) and internal users (court staff who track and process cases as part of their job). The position requires a mix of technical and customer service skills, as well as the ability to understand and work within a highly-defined legal process.

REPRESENTATIVE DUTIES

- Field incoming phone and email help requests from end users in a courteous manner.
- Prioritize and schedule help requests; escalate when necessary.
- Replicate, diagnose, troubleshoot and resolve problems.
- Identify and learn appropriate software and hardware used and supported by the organization. Keep up-to-date with changes in CM/ECF.
- Recommend changes to procedures to reduce repeat support issues.
- Assist in the maintenance of frequently asked questions lists.
- Perform edits and data fixes to correct mistakes.
- Perform other automation and CM/ECF-related duties as assigned.

QUALIFICATIONS

Grade CL 23

- Superior customer service orientation; proven track record of treating users with patience and respect
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Exceptional written and oral communication skills: Ability to clearly and patiently explain technical issues to non-technical users, as well as accurately document problems and fixes
- Demonstrated talent and passion for problem solving
- Ability to conduct research into a wide range of computing issues as required
- Experience with Windows operating system
- Flexibility, strong organizational skills and attention to detail
- Good understanding of email client application such as Lotus Notes

Grade CL 24

- All of the above, plus:
- One year of specialized experience equivalent to work at grade CL 23
- Proficiency with Adobe Acrobat, other PDF creation software and miscellaneous PDF readers

Grade CL 25

- All of the above, plus:
- One year of specialized experience equivalent to work at grade CL 24
- Extensive application support experience with Appellate CM/ECF
- Working knowledge of remote support tools such as GoToAssist and Remote Desktop

Preferred Qualifications (all grades):

- Prior technical support experience
- Ability to understand and explain a set of legal rules and procedures
- Proficiency with Mac OS
- Working knowledge of CM/ECF
- Excellent oral and written communication skills with various user levels. Must be able to clearly and succinctly communicate a process. A writing test will be administered.
- Internal applicants: Recommendation from your current supervisor.

BENEFITS

- 13 accrued vacation days for the first three years of full-time employment. Thereafter, 20 to 26 days per year depending on length of federal service
- 10 paid holidays per year
- 13 sick days accrued per year (unlimited accruals)
- Subsidized medical coverage with pre-tax employee premiums
- Optional life, long-term disability and long-term care insurance
- Optional participation in health, dependent care and commuter reimbursement accounts
- Participation in the Federal Employees Retirement System
- Participation in the Thrift Savings Plan (similar to a 401K, with employer matching)
- Mass transit subsidy (budget dependent); one block to Civic Center BART station
- On-site gym

CONDITIONS OF EMPLOYMENT

Must be a U.S. citizen or resident alien from a country that has a defense treaty with the U.S. and must be eligible to work in the U.S. Excepted service appointments are "at will" and can be terminated with or without cause by the Court. Employees will be hired provisionally pending the results of a background investigation and fingerprinting, and are subject to a probationary period. Employees are subject to The Judicial Code of Conduct. Direct deposit of pay required.

TO APPLY

Please submit a resume, a detailed cover letter which clearly demonstrates how you meet the qualifications, and 3 references to: HD@ca9.uscourts.gov