



**UNITED STATES DISTRICT COURT - DISTRICT OF ARIZONA**  
**Office of the Clerk of Court**

**Career Opportunity #: 12/34**

**Date: April 27, 2012**

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<b>POSITION:</b>	<b>Automation Support Specialist - Help Desk</b>
<b>POSITION TYPE:</b>	<b>Regular, Full-Time</b>
<b>TYPICAL HIRING RANGE:</b>	<b>\$38,805 - \$48,529 (CL 25, Steps 1-25)</b>
<b>FULL RANGE:</b>	<b>\$38,805 - \$63,115 (CL 25, Steps 1-61)</b>
<b>CLOSING DATE:</b>	<b>May 11, 2012</b>
<b>LOCATION:</b>	<b>Phoenix, Arizona</b>

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#### **INTRODUCTION**

This position is part of a consolidated Systems Technology Division and reports to the Phoenix Desktop Support Supervisor. The incumbent provides specialized technical support for judicial staff, Clerk's Office, U.S. Probation, and U.S. Pretrial Services units located in Phoenix, AZ and other locations within the District of Arizona regarding desktop computers, operating systems, software, and peripheral devices, as well as other automated systems and equipment utilized by the court.

#### **OCCUPATIONAL INFORMATION**

The Systems Technology Division is responsible for the computer systems, telecommunications infrastructure, and new technology for the District of Arizona, encompassing seven offices and over 600 users. Applications are housed on Linux, Unix, Windows, and Novell servers, and Windows XP is currently utilized as the primary desktop operating system. Off-the-shelf applications include WordPerfect, Microsoft Office, Lotus Notes, Adobe Acrobat Standard/Pro, Internet Explorer, and other miscellaneous products. Systems Technology also supports a significant quantity of mobile computing devices including Blackberry PDAs, iPads, and laptop computers, and supports voice and video telecommunications throughout the district.

The Automation Support Specialist - Help Desk provides technical automation support to court staff. The primary responsibilities for the person assigned to this position include being the main point of customer contact for the systems group by answering and taking ownership of user Automation support requests (telephonically and via e-mail), working to resolve the reported issues, enlisting the assistance of subject matter experts to resolve user technical issues (when appropriate), and effectively documenting solutions. This position is also responsible for the configuration, installation, and support of PC-based hardware and

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software; installation and support of computer peripherals such as printers, scanners, and multi-function devices; configuration and support of mobile devices such as laptops, iPads, and Blackberries; providing information and assistance to users in regard to applications and hardware; diagnosing and fixing hardware and software problems; and network support activities such as cabling and first-level troubleshooting. The incumbent may also provide ad hoc end-user training as required. Additionally, the Automation Support Specialist - Help Desk may also be called upon to evaluate, test, and implement new operating systems, off-the-shelf and locally developed software, and workstation hardware. This individual may also perform routine telecommunication administration duties such as configuring and installing telephones, basic telephone system administration, configuration of voice mail systems, and the scheduling, operation, administration, and troubleshooting of video teleconferencing equipment.

This person will provide support to all sites within the district and must be able to travel to locations throughout the state. Some occasional overnight travel will be required. The incumbent may also perform other automation-related duties and/or assist with special projects as directed by management.

### **MINIMUM QUALIFICATIONS**

To qualify for this position at the CL-25 level, applicants must have one year of specialized experience at the CL 24 level. Specialized experience is progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. This position requires the ability to lift a minimum of 50 pounds, and the physical mobility to access equipment where ever it may be positioned (e.g., under desks, on racks, etc). A valid drivers license and clean driving record are required along with the ability to drive to locations throughout the state. Strong troubleshooting abilities and customer service skills are mandatory. Education above the high school level may be substituted for required specialized experience.

### **PREFERRED QUALIFICATIONS**

Preference will be given to those candidates who possess strong experience in delivering quality end-user automation support to a large user population in a fast paced, technical diverse environment, and possess a strong working knowledge of PC hardware, software, and Windows desktop operating systems in a networked environment. Experience in configuring, installing, and supporting desktop and laptop computers and related peripheral devices as well as mobile computing devices is also preferred. Experience in supporting voice and video telecommunications technologies such as telephone systems/devices (including VoIP) and video teleconferencing hardware is also desired. Preference will also be given to candidates whose work experience provides evidence of strong customer service skills; the ability to work cooperatively with clients, team members, and managers; the ability to handle multiple priorities in a fast-paced environment; and the ability to follow an assigned project through to completion. Preference may be given to applicants with experience in a federal court environment and/or experience with specialized applications designed for the federal courts. A bachelor's degree is also preferred.

## **SELECTION PROCESS**

Judiciary employees serve under excepted appointments and are considered at will employees. Participation in the interview process will be at the applicant's own expense and relocation expenses will not be provided. The initial appointment to this position is provisional pending the successful completion of the required background checks or investigations. The United States District Court is a drug-free work place and the applicant selected will also be required to participate in a drug screening test prior to employment. Selected applicants may be tested for automation skills.

The Court reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the District Court Executive may elect to select a candidate from the original qualified applicant pool.

## **ADDITIONAL INFORMATION**

Judicial employees are entitled to standard federal benefits such as paid vacation time, paid sick time, medical insurance, life insurance, retirement, and a tax-deferred savings plan. Employees are also eligible for long-term care and disability insurance and a Flexible Benefits Program which includes pre-tax deductions for health benefits premiums, health care expenses, dependent care, and commuter benefits. This position is subject to mandatory electronic fund transfer (direct deposit) participation for payment of net pay.

## **HOW TO APPLY**

Go to our web site at [www.azd.uscourts.gov](http://www.azd.uscourts.gov) under "Employment" → "Employment Opportunities" to submit an on-line application and attach a cover letter, resume, and copy of your last performance evaluation. Attachments should be submitted as WordPerfect, Word, or Adobe Acrobat .pdf documents. Other formats are not acceptable.

Applications will be considered complete when the on-line application and all required attachments in the proper format are received in the Human Resources Division. Applications and/or attachments received after the closing date may not be considered.

If you have questions about this application process, please call the Human Resources Division at 602-322-7110.

THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF ARIZONA  
IS AN EQUAL OPPORTUNITY EMPLOYER