



UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON

## COMPUTER TECHNOLOGY ADMINISTRATOR

**ANNOUNCEMENT NUMBER** 17-WAW-20

**ANNOUNCEMENT DATE** May 30, 2017

**CLOSING DATE** Open until filled; preference given to resumes received by June 25, 2017

If you have exceptional customer service skills, and you are an enthusiastic, self motivated, and technically strong helpdesk technician looking for a position that offers variety, and the opportunity for advancement in a professional environment, we want to hear from you.

The U.S. District Court and U.S. Probation and Pretrial Services for the Western District of Washington is seeking a team player with strong organizational and multi-tasking skills to serve as lead helpdesk coordinator responsible for the day-to-day operations of our Computer Support Team. The primary responsibility of this position is to be an advocate for our employees and ensure satisfaction with their technology and the service provided by the Computer Support Team.

This position is located at the federal courthouse in Seattle, Washington, with regular travel to divisional offices required.

**REPRESENTATIVE DUTIES**

- Serves as technical lead and working member of the Computer Support Specialist team, providing on site staffing in Seattle and Tacoma on a regular basis.
- Serve as an advocate for court employees, seeking out innovative solutions they may not have the technical expertise to envision themselves.
- Coordinates staffing of the IT Help Desk, including scheduling of Computer Support Team (CST) members to ensure helpdesk hours are adequately staffed.
- Develop and document processes for proactive monitoring of technology equipment and systems in an effort to identify and resolve issues before they effect end users.
- Serve as the technical expert in solving computer system problems; serve as technical lead for implementing process improvements, and identifying enterprise level solutions.
- Manage support of the court's mobile technology environments, using our central management software, Airwatch, as well as the monthly reconciliation of invoices and device inventory and usage.
- Manage the court's inventory program and cyclical replacement program.
- Troubleshoot problems with the operation, performance and / or functionality of desk top application software and hardware.
- Troubleshoot and provide advanced assistance with courtroom audio and evidence presentation systems.
- Provide setup and support of video conferences using the court's remote management tools and in-person support.
- Provide on-call assistance for situations such as extraordinary court proceedings, major network incidents (planned or unplanned) and any special projects.

<b>QUALIFICATIONS</b>	<p>Candidates must have a high school diploma or equivalent and at least three years experience with one or more of the functional areas of hardware and software applications, networks, or communications. Certification as a Microsoft Certified Desktop Support Technician or CompTIA A+ certification, or practical knowledge of the information necessary for certification, is required.</p> <p>The successful candidate will also possess:</p> <ul style="list-style-type: none"> <li>• Ability to manage multiple workload demands with frequent interruptions;</li> <li>• Ability to function collaboratively within a team and the larger office;</li> <li>• Ability to take initiative and work without direct supervision;</li> <li>• Ability to communicate information in an accurate, timely, and professional manner;</li> <li>• Accuracy and attention to detail;</li> <li>• Ability to exercise sound independent judgment;</li> <li>• Strong computer and analytical skills;</li> <li>• Excellent customer service skills;</li> <li>• Ability to work well under stress;</li> <li>• An attendance record that indicates reliability and commitment.</li> </ul>
<b>PREFERRED QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Previous help desk experience</li> <li>• Previous court or law office experience</li> <li>• A bachelor's degree</li> </ul>
<b>SALARY RANGE</b>	<p>Court Personnel System Classification Level: CL27, Step 1 – 61, \$52,013 - \$84,514</p>
<b>BENEFITS</b>	<p>The District Court offers a generous benefit package, including transit passes, participation in a defined benefit pension plan (the Federal Employees Retirement System), Thrift Savings Plan (similar to a 401K), health and life insurance benefits, flexible spending accounts, and long term care options, annual and sick leave accrual, and ten paid holidays per year. Judiciary employees are <u>not</u> covered by the Executive Branch civil service classification system or regulations. For additional information on employment with the federal courts, please visit <a href="http://www.uscourts.gov">www.uscourts.gov</a>.</p>
<b>INFORMATION FOR APPLICANTS</b>	<p>Qualified applicants should submit the following:</p> <ul style="list-style-type: none"> <li>• Cover letter</li> <li>• Resume</li> </ul> <p>Via e-mail (Word or Acrobat .pdf format) to: <a href="mailto:seattle_personnel@wawd.uscourts.gov">seattle_personnel@wawd.uscourts.gov</a></p> <p>Or to: Human Resources (#17-WAW-20) U. S. District Court 700 Stewart Street, Suite 2218 Seattle, WA 98101</p> <p><i>Applicants must be United States citizens or eligible to work in the United States. The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date.</i></p> <p><i>A background investigation with law enforcement agencies, including fingerprint and criminal record checks, will be conducted as a condition of employment. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. Unsatisfactory results may result in termination of employment.</i></p>

***The United States District Court is an equal opportunity employer and values diversity in the work place.***