



UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON

COMPUTER SUPPORT SPECIALIST

(REVISED)

ANNOUNCEMENT NUMBER 21-WAW-21

ANNOUNCEMENT DATE Open until filled; preference given to resumes received by August 9, 2021

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 helpdesk specialist responsible for day-to-day helpdesk tasks, as well as technical project coordination and implementation. The primary responsibility of this position is to ensure employee 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 the Tacoma Courthouse as well as our U.S. Probation divisional offices in Everett, Tukwila, and Vancouver, WA.

REPRESENTATIVE DUTIES

- Serve as a working member of the Computer Support Specialist team, providing on site staffing in Seattle and Tacoma during designated helpdesk hours.
- Assist court employees, by providing thoughtful, innovative solutions they may not have the technical expertise to envision themselves.
- Provide advanced support for video and web conferencing platforms, such as Microsoft Teams and Zoom for court proceedings, meetings, and large events.
- Provide setup and support of video conferences using the court's remote management tools and in-person support.
- Troubleshoot and provide advanced assistance with courtroom audio and evidence presentation systems.
- Provide technical and operational support for Office 365 products, including Word, Excel, Outlook, Teams, and SharePoint.
- Provide advanced support for Adobe Acrobat including integration with O365 applications, SharePoint, and Internet browsers.
- Coordinate and adhere to administrative processes of the helpdesk, such as purchasing supplies, managing license renewals, reviewing and updating compliance documents, coordinating procurement and receipt of equipment, posting SharePoint announcements, etc.
- Provide end user training, including creating training materials.
- Support the court's mobile technology environment, using MDM software and assist in the monthly reconciliation of invoices, device inventory, and usage.

<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Support the court’s inventory and cyclical replacement programs, including physical inventory management and ensuring accuracy of the inventory database. • Provide support to court users with image editing and distribution. • Troubleshoot problems with the operation, performance and / or functionality of desktop application software and hardware. • Provide on-call assistance for situations such as extraordinary court proceedings, major network incidents (planned or unplanned) and any special projects. <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, Audio/Visual systems, 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"> • Ability to manage multiple workload demands with frequent interruptions; • Ability to function collaboratively within a team and the larger office; • Ability to take initiative and work without direct supervision; • Ability and desire to learn and expand technical skills; • Ability to communicate information in an accurate, timely, and professional manner; • Accuracy and attention to detail; • Ability to exercise sound independent judgment; • Strong computer and analytical skills; • Excellent customer service skills; • High level of professionalism; • Ability to work well under stress; • An attendance record that indicates reliability and commitment;
<p>PREFERRED QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Previous help desk experience; • Previous court or law office experience; • A bachelor’s degree
<p>SALARY RANGE (DEPENDENT ON QUALIFICATIONS)</p>	<p>Court Personnel System Classification Level: CL26, Step 1 – 61, \$51,565 - \$83,803 CL27, Step 1 – 61, \$56,646 - \$92,084</p>
<p>BENEFITS</p>	<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, 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 www.uscourts.gov.</p>
<p>INFORMATION FOR APPLICANTS</p>	<p>Qualified applicants should submit the following:</p> <ul style="list-style-type: none"> • Cover letter

- Resume
- [Completed AO78 Form](#) (Application for employment)

Attachments should be submitted as Microsoft Word (DOC) or Adobe Acrobat (PDF) files. Other formats are not acceptable. Applications will be considered complete when all required attachments, in the appropriate format, are received by the Human Resources Unit.

Applications and/or attachments received after the closing date may not be considered.

Application materials can be submitted via e-mail to:

seattle_personnel@wawd.uscourts.gov

Or to:

Human Resources (#21-WAW-21)

U. S. District Court

700 Stewart Street, Suite 2218

Seattle, WA 98101

Only qualified applicants will be considered for this position. Applicants must be United States citizens or eligible to work in the United States. Employees of the United States District Court are considered “at will” employees. Applicants selected for interviews must travel at their own expense.

The United States District Court requires employees to follow a code of conduct which is available upon request. Reference checks with current and former employers will be conducted on top candidates. 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.

The Federal Financial Management Reform Act requires direct deposit of federal wages.

The United States District Court for the Western District of Washington is an Equal Opportunity Employer. We encourage applications from all qualified individuals and seek a diverse pool of applicants in terms of race, ethnicity, national origin, sex, gender identity and expression, sexual orientation, age, languages spoken, veteran’s status, disability, religion, and socio-economic circumstance.

The Court provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation, please notify human resources. The decision on granting reasonable accommodations will be made on a case by case basis.

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, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time from the original announcement, management may elect to select a candidate from the applicants who responded to the original announcement without posting the position. More than one position may be filled from this announcement.



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