



United States District Court for the
Southern District of Alabama
Mobile, Alabama

VACANCY ANNOUNCEMENT #DC 23-01
Help Desk Technician

The United States District Court for the Southern District of Alabama is currently accepting applications for full-time Help Desk Technicians. These permanent positions require scheduled hours of Monday through Friday from 8:00 a.m. until 5:00 p.m. and is located in the Clerk's Office in Mobile, Alabama. The Help Desk Technicians will report to the Director of Information Technology. These positions will be subject to a six-month probationary period.

Position:	Help Desk Technician
Salary Range:	\$37,357 - \$46,696
Opening Date:	March 24, 2023
Closing Date:	Open until filled

MISSION OF THE CLERK'S OFFICE:

The United States Courts are an independent, national judiciary providing fair and impartial justice within the jurisdiction conferred by the Constitution and Congress. As an equal branch of government, the federal judiciary preserves and enhances its core values as the courts meet changing national and local needs.

POSITION DUTIES AND RESPONSIBILITIES:

The Help Desk Technician is part of the Information Technology team. The incumbent provides personal computer end user support and general administrative and project assistance.

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Provide cabling support. Perform inventory control duties.
- Troubleshoot hardware and software problems. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Monitor day-to-day operations of the equipment and systems. Act as a technical expert in solving computer system problems. Recommend hardware, equipment, and software updates.

QUALIFICATION REQUIREMENTS:

The successful applicant must be a high school graduate or equivalent. Mastery of the latest available electronic technology and hardware and software programs. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities. Ability to perform software and hardware maintenance and troubleshooting. Light lifting may be required. Some travel may be required.

BENEFITS:

Judiciary employees serve under excepted appointment (not civil service). The Federal benefits package includes:

- Eleven paid federal holidays
- Paid annual and sick leave
- Retirement benefits under the Federal Employees Retirement System (FERS-FRAE)
- Tax deferred retirement savings and investment plan under Thrift Savings Plan (TSP) with employer matching contributions
- Health benefits under the Federal Employees Health Benefit Program (FEHB)
- Dental and Vision benefits under the Federal Employees Dental and Vision Program (FEDVIP)
- Life insurance benefits under the Federal Employees Group Life Insurance Program (FEGLI)
- Flexible Benefits Program for Health Care Reimbursement and Dependent Care Reimbursement
- Federal Long-Term Care Insurance Program (FLTCIP)
- Paid on-site assigned parking
- Public Transit Subsidy Program

CONDITIONS OF EMPLOYMENT:

Employees must be United States citizens or eligible to work in the United States. Employees are required to adhere to a Code of Ethics and Conduct for Judicial Employees, which is available to applicants to review upon request. Employees of the United States District Court are Excepted Service Appointments.

Excepted Service Appointments are at-will and can be terminated with or without cause by the court. Employees are required to use the Electronic Funds Transfer (EFT) for payroll deposit.

Final candidate will undergo a FBI Background Check and retention will depend upon a favorable suitability determination of the background check.

APPLICATION PROCEDURES:

Qualified applicants should submit a complete applicant's packet, including a letter of interest explaining how their experience relates to the position requirements, a resume detailing all relevant experience, education and skills, and a completed Application for Judicial Branch Employment (Form AO 78) available on the court's website (www.alsd.uscourts.gov).

The applicant's packet should be marked "Confidential" and must be received either by U.S. Mail or e-mail as [one pdf document](#) to alsd_hr@alsd.uscourts.gov.

**Charles R. Diard Jr., Clerk of Court
United States District Court
Southern District of Alabama
155 St. Joseph Street
Mobile, AL 36602**

If your application packet does not include all information requested, you may lose consideration for this position. Only applicants selected to proceed to the next phase of the selection process will be notified. Unsuccessful applicants will not receive notice. Applicants selected for interviews must travel at their own expense. Reimbursement for travel and/or relocation is not available. Please do not inquire about the status of your application.

The U.S. District Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement without prior notice. This job announcement may result in filling more than one position.

Equal Employment Opportunity Employer.