

UNITED STATES BANKRUPTCY COURT
SOUTHERN DISTRICT OF OHIO

Vacancy Announcement
Announcement Number: 2021-01

Position Title: Help Desk Specialist
Position Type: Full-time, Permanent
Location: Columbus, Ohio
Salary: CL 25 \$44,248 - \$71,900 (Based on experience and qualifications)
Promotion potential to CL 26 without further advertisement or competition.
Open Date: February 1, 2021
Close Date: Open until filled (preference given to applications received by
March 3, 2021)

POSITION OVERVIEW

The United States Bankruptcy Court for the Southern District of Ohio is hiring for the position of Help Desk Specialist, located in Columbus, Ohio. This position works in a team environment to provide help desk support to end users throughout the district, consisting of Columbus, Cincinnati, and Dayton. This position also provides technical support in installing and configuring computer hardware and software programs, and at the higher level, performs routine to moderately complex troubleshooting for hardware and software systems. The Help Desk Specialist reports to the Automation Supervisor.

REPRESENTATIVE DUTIES

- Provide day-to-day end user support and assist with training staff in Microsoft Outlook, Microsoft Office, Adobe Acrobat, and national and customized applications.
- Distribute and install new hardware, including, but not limited to, PC hardware, laptops, printers, and mobile devices.
- Install and configure new software applications.
- Troubleshoot routine PC equipment and software problems.
- Perform inventory of automation equipment.
- Provide assistance with IT-related procurements when required.
- Travel to divisional offices and other locations when necessary.
- Perform other automation related duties as assigned.

MINIMUM QUALIFICATIONS

To qualify for this position at the entrance level, a person must be a high school graduate or equivalent with a minimum of two years of general experience and one year of specialized experience equivalent to work at CL-24.

General experience is defined as progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Specialized knowledge is defined as progressively responsible clerical or administrative experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position. For example:

knowledge of computer processes and capabilities; basic understanding of audiovisual systems; familiarity with hardware and software programs; general knowledge of routine office work and personal computing, including use of office equipment and typical office-related software applications; ability to follow detailed instructions and multitask; skill in organizing own work; ability to effectively communicate technical information effectively both verbally and in writing to end users.

The successful candidate demonstrates proficiency with Microsoft Windows 10, Outlook, Microsoft Office 2016, Microsoft Teams, Zoom, iOS, and Adobe Acrobat, and familiarity with Windows server 2012/2016, Active Directory Service, Horizon VDI, and VNC Remote.

Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience. Education may not be substituted for specialized experience because administrative court support positions require hands-on experience to be credited as specialized experience.

EMPLOYEE BENEFITS

- Paid vacation and sick leave
- Ten (10) paid holidays
- Retirement benefits under the Federal Employees Retirement System
- Optional participation in the Federal Employee's Health Benefits Program
- Optional participation in the Federal Employees Vision and Dental Insurance Program
- Optional participation in the Federal Employee's Group Life Insurance Program
- Optional participation in the pre-tax flexible spending accounts program, including Health Care Reimbursement Account, Dependent Care Reimbursement Account
- Optional participation in the Thrift Savings Plan (pre-tax and/or after-tax retirement savings plan), including matching dollar for dollar for the first 3% contributed and 50 cents on the dollar for the next 2% contributed
- Optional participation in the Judiciary's Long-Term Care Insurance program
- Employee Assistance Program (wellness program)
- Virtual Learning, including the Judicial Online University
- Public Service Loan Forgiveness Program

CONDITIONS OF EMPLOYMENT

Applicant must be a U.S. citizen or eligible to work in the United States.

The selected candidate will be subject to a background check as a condition of employment with periodic updates every five years. Employment will be considered provisional until the background check is completed.

Employees must adhere to the Code of Conduct for Judicial Employees.

This position is subject to mandatory EFT (Electronic Funds Transfer) participation for payment of net pay.

ADDITIONAL INFORMATION

The court is a part of the Judicial Branch of the United States Government.

Employees of the court serve under “Excepted Appointment” and are considered “At-Will” employees.

Applicants to be interviewed may be asked to provide a list of references.

Applicants selected for interview must travel at their own expense.

Only those applicants selected for interviews will be contacted.

Only those applicants interviewed will be notified of the selection outcome.

The court is not authorized to reimburse the successful candidate for relocation expenses.

The court has the right to modify the conditions of this vacancy announcement, or withdraw this announcement, either of which may occur without prior written or other notice.

HOW TO APPLY

Applicants must email the following documents in PDF format:

- Cover Letter
- Resume
- Form AO 78 Federal Judicial Branch Application for Employment; located on the court's website at <https://www.ohsb.uscourts.gov/job-vacancies-and-employment-application>

Email the PDF documents to: OHSB_HR@ohsb.uscourts.gov.

Please refer to **Announcement #2021-01** in the subject line of your email transmittal.

THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY EMPLOYER.