

*United States Court of Appeals
for the Second Circuit*



VACANCY ANNOUNCEMENT

November 4, 2008
Reference# FY09-04

Position Title: Help Desk Technician

Location: Office of the Circuit Executive, NYC

Salary Range: CL24/1 to CL25/25 (\$36,399-\$50,285)
depending on experience and qualifications.

Closing: Open Until Filled

Position Overview: The Help Desk Technician is a member of the Systems team which is responsible for all aspects of the Court of Appeals automation systems. The Help Desk Technician is primarily responsible for providing Level I support to all chambers and court staff. The responsibilities and duties for the Help Desk Technician include but are not limited to: providing telephone assistance on the subjects of WordPerfect and Lotus Notes; coordinating with Systems staff to resolve trouble tickets and maintain Help Desk records; assisting with preparation of user documentation; coordinating with service vendors; attending conferences; visiting remote sites when necessary and performing other duties as assigned by the Systems Manager.

Requirements: Must be high school graduate or equivalent. Candidates must possess at least 6 months in the technology field demonstrating the particular knowledge, skills and abilities required to successfully perform the duties of this position. Some experience with Novell Netware, WordPerfect 10 or above and Windows XP Professional desired. Candidate must have excellent interpersonal and communication skills and work well in a team environment. Willingness and ability to travel is required.

Please submit cover letter and two (2) résumés to:
Evelyn Ortiz, HR Director
United States Court of Appeals, Second Circuit
500 Pearl Street, Room 540
New York, NY 10007
Attn.: Human Resources, Reference #FY09-04

**THE APPLICANT SELECTED FOR THE POSITION IS SUBJECT TO A BACKGROUND CHECK
EQUAL OPPORTUNITY EMPLOYER**