



UNITED STATES DISTRICT COURT  
SOUTHERN DISTRICT OF CALIFORNIA  
PROBATION OFFICE

HELP DESK SUPPORT SPECIALIST  
Full-Time

**Announcement #**

16-09

**Date Opened**

August 1, 2016

**Closing Date**

Open until filled. Preference will be given to applications received by August 17, 2016.

**Location**

San Diego Main Office, 101 W. Broadway, Suite 700, San Diego, CA 92101

**Duties and Responsibilities**

Representative duties include but are not limited to: Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry. Act as a technical expert in solving more complex system problems. Provide in-person trouble-shooting assistance with non-routine or more complicated issues which cannot be resolved via telephone. Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training. Create user accounts and maintain associated documentation. Advise managers and users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data. Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation. Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer and/or mobile devices related inventory, in accordance with policies and regulations. Provide input and recommendations regarding IT related projects. Assist with office moves, reconnecting equipment in new locations. Perform other duties as assigned.

**Court Personnel System - Level 25**

**Starting Salary**

CL 25, Steps 1 - 19 \$42,726 - \$50,741 Annually with full government benefits

**Potential Salary**

CL 25, Steps 20 - 61 \$51,187 - \$69,443 Annually with full government benefits

**Minimum Qualifications**

To qualify for the position of Help Desk Support Specialist, a candidate must be a U.S. Citizen, a high school graduate (or equivalent) and have at least one year specialized experience. For placement at salary levels above Step 1, at least two years of specialized experience is required.

**Specialized Experience**

Progressively responsible technical 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.

**Preferred Skills**

The Help Desk Support Specialist must have good technical, troubleshooting, and communication skills and be able to advise end users in automation techniques and processes. Ability to work in an office environment with frequent interruptions. Ability to maintain a professional and approachable disposition. Excellent customer service skills.

**Special Working Conditions**

Considerable physical effort may be involved in moving, connecting, or trouble-shooting equipment. May occasionally lift and/or move boxes up to 50 lbs. Travel to branch offices is required. Some travel requires the incumbent to drive either their own personal vehicle or a government vehicle; therefore, the incumbent must possess a valid driver's license and be able to drive a vehicle for extended distances throughout the district. Periodic work during non-business hours is required.

**Personal Characteristics**

A successful candidate must be professional, responsible, organized and detailed-oriented. Must also possess tact, good judgment, initiative, and the ability to work with a wide variety of people with diverse backgrounds.

## How to Apply

Applicants should submit a resume and cover letter summarizing related skills and interest in the position along with an Application for Federal Judicial Employment (AO78). The application form AO78 can be found at:

<http://www.uscourts.gov/forms/human-resources-forms/application-judicial-branch-federal-employment>

**Please submit resume, cover letter and completed application (AO78)  
in one pdf document via email to:**

[HR\\_CASP@casp.uscourts.gov](mailto:HR_CASP@casp.uscourts.gov)

Subject: Human Resources Announcement # 16-09

*Incomplete application packets may not be considered.*

## Additional Information

U.S. Probation reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, without prior written or other notice. Only qualified applicants will be considered for this position.

U.S. Probation employees serve under "Excepted Appointments." They are considered "at will" employees with the exception of U.S. Probation Officers who are "for cause." All U.S. Probation employees are required to adhere to a Code of Conduct which is available upon request. The U.S. Probation Office is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, generally court employees are not subject to the many statutory and regulatory provisions that govern civil service employment.

All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed.

U.S. Probation employees are subject to mandatory Electronic Funds Transfer (direct deposit of pay check to a financial institution).

For detailed Benefit information, please visit: <http://www.uscourts.gov/careers/benefits>

**UNITED STATES PROBATION OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER**