



# UNITED STATES COURT OF APPEALS FOR THE TENTH CIRCUIT

## IT ENGINEER/HELPDESK SUPPORT (#24E05)

### DENVER, COLORADO

*More than one position may be filled with this vacancy.*

#### **Position: IT Engineer/Helpdesk Support (#24E05)**

**Position Type:** Full-time with comprehensive federal employee benefits package. Hybrid work schedule available.  
**Open Until Filled:** Opened 04/19/2024. Applications preferred by 05/13/2024. **Applications reviewed as received.**  
**Salary Range:** CL 26/27/28 (\$58,737 - \$125,720). Position has promotion potential and possible growth opportunities within the department. Starting salary commensurate with experience and qualifications.

#### **Position Overview:**

The Office of the Circuit Executive for the Tenth Circuit Court of Appeals located in Denver, Colorado is seeking a qualified Information Technology professional to serve as a member of the Systems Team for a judicial community throughout a six-state region. The environment is fast-paced and demanding. The incumbent should be able to provide exceptional customer service and work effectively in a team environment. The position offers work-life balance with a weekly mixture of in-office and remote work. Occasional off-hour work and travel required.

#### **Representative Duties:**

- Responds, evaluates, and prioritizes incoming telephone, email, and in-person requests for assistance on hardware, software, and networking issues.
- Provides support for mobile devices and remote access.
- Ensures new and existing employees have required equipment.
- Maintains communication throughout projects and aligns expectations with deliverables.
- Provides end-user training.
- Creates documentation, instruction materials and reference guides.
- Maintains official inventory records and assists with property disposal.
- Performs other duties as assigned.

#### **Qualifications:**

- Four years of IT experience, with at least two years working as member of a helpdesk, or a bachelor's degree in computer science, Information Systems, or related discipline.
- Excellent customer service skills and strong oral and written communication skills.
- Knowledge of Windows, Active Directory, Mac/OSX/iOS, VDI, O365/Office/Teams/Outlook.
- Familiarity with systems management and automating tools such as KACE/SCCM/MECM, Bash/Python/Powershell.
- Troubleshooting of LAN/WAN, WiFi, and remote access connectivity.
- Experience with systems such as Drupal, SharePoint, and WordPress preferred.

#### **How to Apply:**

Submit cover letter, resume, and [Application for Judicial Employment](#), as a single PDF attachment, to [HR@ca10.uscourts.gov](mailto:HR@ca10.uscourts.gov). **Reference 24E05 in the subject line.** Incomplete application packages will not be considered. **Only applicants selected for interview will be contacted.**

#### **Information for Applicants:**

Any applicant must be a U.S. Citizen or actively seeking citizenship. Appointment is contingent upon successful completion of a background investigation. Employees of the U.S. Courts are "at will." Employees are subject to the Judicial Code of Conduct. Direct deposit of pay required. The U.S. Courts are equal-opportunity employers.