



UNITED STATES COURT OF APPEALS FOR THE TENTH CIRCUIT

DESKTOP SUPPORT SPECIALIST - #15E09 Denver, CO

POSITION TYPE:	Position is full-time and permanent – Full Benefits Package Available.
SALARY RANGE:	CL 26/27 - \$45,767 - \$81,728 (Dependent upon experience and qualifications).
CLOSING DATE:	Open Until Filled – Preference given to applications received by August 16, 2015.

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 Helpdesk Support 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.

REPRESENTATIVE DUTIES

- Responds, evaluates, and prioritizes incoming telephone, voicemail, 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 workstations and equipment.
- Maintains communication with customers throughout projects and aligns expectations with deliverables.
- Provides end-user training.
- Assists with computer inventory by researching vendors, procuring quotes, updating inventory controls, and excessing outdated equipment.
- Off-hour work and occasional travel required.
- Performs other duties as assigned.

QUALIFICATIONS

- Bachelor's degree from an accredited 4 year college or university in Computer Science, Information Systems, or related discipline.
- At least two years of experiencing working as member of a helpdesk installing, repairing, upgrading, and troubleshooting desktop PC's both Windows & Macs.
- Excellent customer service skills and strong oral and written communication skills.
- Experience supporting and troubleshooting audio visual equipment including microphones, speakers and displays.
- Knowledge of Windows, Active Directory, Mac/OSX/iOS, Linux, VDI, MS Office, virus and security patching systems, and email applications is required. LAN/WAN experience and network problem identification and resolution preferred.
- Knowledge of virtual desktop infrastructure in a VMware environment is preferred.
- Experience with CMS systems such as Drupal, SharePoint, and WordPress is preferred.

HOW TO APPLY

Qualified candidates should submit a cover letter and resume, **as one single PDF attachment**, in an email to HR@ca10.uscourts.gov. The subject line should reference vacancy announcement #15E09.

*Applications which do not include all of the required material will not be considered.
All applicants must abide by the conditions of employment of the United States Courts.*