



UNITED STATES COURT OF APPEALS FOR THE TENTH CIRCUIT

HELP DESK TECHNICIAN *INTERNSHIP OPPORTUNITY*

ANNOUNCEMENT: 16E04

POSITION TYPE: P/T TEMPORARY (UP TO 30 HRS/WEEK)

SALARY RANGE: \$13.36 - \$16.70 HOUR (CL 22/1 – CL 22/25)
DEPENDENT UPON QUALIFICATIONS

OPENING DATE: FEBRUARY 29, 2016

CLOSING DATE: OPEN UNTIL FILLED
Preference given to applications received by March 31, 2016

POSITION OVERVIEW

The Office of the Circuit Executive is offering hands-on experience to individuals interested in a temporary Help Desk position with the court. The incumbent will provide technical assistance with software and hardware, database entry, and report generation. **This position is anticipated to start no sooner than May 1, 2016, and will expire on or before August 30, 2016.**

REPRESENTATIVE DUTIES

- Responds, evaluates, and prioritizes incoming telephone, voicemail, and in-person requests for assistance on hardware, software, and networking issues.
- Ensures new and existing employees have required workstations and equipment.
- Designs, creates, and modifies databases and reports.
- Provides end-user training as needed.
- Assists with computer inventory by researching vendors, procuring quotes, updating inventory controls, and excessing outdated equipment.

QUALIFICATIONS

- Must be enrolled in a Bachelor's degree program with emphasis in Business Information Systems, Computer Science, or Computer Engineering from an accredited college or university.
- At least one year of related experience including installing, repairing, upgrading, and troubleshooting PC's or equivalent combination of education and experience.
- Knowledge of Windows, iOS, MS Office, and Email applications is required. Network troubleshooting LAN/WAN experience is preferred.
- Excellent customer service skills and strong oral and written communication skills.
- Must be 18 years of age or older and eligible to work in the United States.

HOW TO APPLY

Qualified candidates must submit a cover letter and resume in one PDF document (**no other format accepted**) to: HR@ca10.uscourts.gov. Reference vacancy number #16E04 in the subject line.

Appointment subject to successful completion of a background investigation.