

**UNITED STATES COURTS DEPARTMENT OF COMPUTER SERVICES SOUTHERN  
DISTRICT OF GEORGIA**

**VACANCY ANNOUNCEMENT #10-07**

**POSITION:** Automation Help Desk Specialist

**LOCATION:** Savannah Georgia

**STARTING SALARY RANGE:** CL-23 to CL-25 \$31,009 - \$61,709 (Depending on Qualifications)

**APPLICATION DEADLINE:** June 11, 2010 by 5:00pm

**DUTIES AND RESPONSIBILITIES:**

The Department of Computer Services seeks applicants to fill the vital role of Help Desk Specialist. Applicants should be energetic and possess a high level of analytical skills while possessing a thorough knowledge of technology which includes word processing (word perfect and word), spreadsheet, email (lotus notes) software. Technical skills using telephone equipment, copiers, printers, computers, and other technology based equipment is essential. The Help Desk Specialist provides the first level of telephone support for court management software and organizes trouble tickets, provides follow-up to other support personnel, and has the ability to communicate in a positive professional manner to a diverse base of court staff. As a DCS staff member you will be a vital member in supporting the Court's information technology office.

**MINIMUM REQUIREMENTS:**

Incumbent must be a team player who is dependable, detail oriented and able to work in a multitask, fast-paced environment. This position encompasses a great deal of responsibility and requires a mature, self-motivated person with a professional attitude and the ability to work collaboratively. Qualified applicants should have one year progressive computer experience or completion of the requirements for a Bachelors degree from an accredited college or university. A high school diploma is required.

**BENEFITS:**

Employees of the United States Department of Computer Services are not classified under the Civil Service but are entitled to a similar benefits package. This benefits package includes:

1. A minimum of 10 paid holidays
2. Paid annual leave in the amount of 13 days per year for the first three years, 20 days after three years, and 26 days after fifteen years
3. Paid sick leave in the amount of 13 days per year
4. Optional participation in choice of Federal Employees Health Benefits with pre-tax deductions beginning January 1, 2000.
5. Optional participation in Federal Employees Group Life Insurance
6. Optional participation in Long-Term Care Insurance

7. Optional participation in private Long-Term Disability Plan
8. Optional participation in pre-tax Dependent Care and Medical Care Flexible Spending Accounts
9. Retirement benefits
10. Thrift Savings Plan including investment options and matching benefits
11. Credit for prior government service

#### INFORMATION FOR APPLICANTS

Due to the volume of applications usually received, only qualified applicants will be invited for personal interviews. The best suited applicant will be selected.

Employees of the United States Court are "AT WILL" employees. All employees are required to adhere to a Code of Ethics and Conduct. The Federal Financial Reform Act requires direct deposit of federal wages for court employees. A background check will be conducted prior to a final employment offer. The U. S. Department of Computer Services' hiring procedures adhere to guidelines set out in the Court's Employee Dispute Resolution Plan.

The conditions of this announcement are subject to modification without further advertising. Interested applicants should submit their resume with three professional references to:

**Human Resource Manager**  
**Confidential Announcement #10-07**  
**U. S. Department of Computer Services**  
**P. O. Box 8286 Savannah,**  
**GA 31412 or Fax to:**  
**(912)650-4054**

**THE COURT IS AN EQUAL OPPORTUNITY EMPLOYER** Applicants must possess the following: Automation and keyboarding skills; the ability to organize work well; the ability to work harmoniously with others; must be tactful, show good judgment, poise and initiative.