

## VACANCY ANNOUNCEMENT 2012-01

### HELP DESK TECHNICIAN (Temporary with benefits)

Office of the Clerk  
United States Bankruptcy Court  
District of Massachusetts

OPENING DATE: March 28, 2012

CLOSING DATE: Until Filled

LOCATION: United States Bankruptcy Court  
United States Courthouse  
300 State Street, Suite 220  
Springfield, MA 01105-2925

SALARY RANGE: \$27,599 - \$34,176

---

**POSITION OVERVIEW:** This is a full-time temporary entry level position with benefits. The possibility of it becoming a permanent position is dependent on funding. The position is located in the Springfield Office of the United States Bankruptcy Court, District of Massachusetts, but will also support the United States Court, District of Massachusetts, in both Springfield and Worcester. The Help Desk Technician is a member of a group of systems professionals whose mission it is to help plan, build, and service computer systems and provide IT support to internal and external users of the IT systems in each of the Boston, Springfield and Worcester offices. The Help Desk Technician provides personal computer end user support and general administrative and project assistance to the Court. Duties include:

- Respond to personal computer help desk calls and emails, log computer problems, and assist with routine problems. Escalate problems that are not quickly resolved via the telephone or email to the next level. Provide assistance with web access, both Internet and Intranet. Provide information and assistance to users on software applications such as word processing and data entry.
- Assist with the use of mobile computing devices such as Apple iPads and iPhones.
- Receive general incoming telephone calls to the IT department and respond

or forward calls to the appropriate individual. Remain aware of team schedules and organize staff calendars.

- Assist the CM/ECF team with applicable projects.
- Travel to divisional offices and other locations when necessary, including but not limited to, frequent trips to the Worcester Courthouse.
- Distribute and install new hardware, including but not limited to, PC hardware, laptops, printers, and mobile devices.
- Install and configure new software applications.
- Troubleshoot routine PC equipment and software problems.
- Perform other related duties, as assigned.

## **QUALIFICATIONS**

Degree in Computer Science from a 2 year or 4 year program is preferred. Familiarity with hardware and software programs. Knowledge of software and keyboarding for word processing, data entry, email and computers. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc.). Skill in keyboarding, typing, and data entry. Skill in using a multi-line telephone efficiently and in a timely manner. Ability to communicate technical information (both orally and in writing) to end users in a manner they can understand. Ability to interact effectively with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

## **BENEFITS**

Clerk's Office employees are entitled to benefits that include health and life insurance, participation in the Federal Employees Retirement System, Flexible Benefits Program (pre-tax contributions for health care and dependent care expenses), Long Term Disability Plan, periodic salary increases, and Thrift Savings Program with matching funds. Benefits also include at least 13 paid vacation days, 13 paid sick days, and 10 paid Federal Holidays.

## **MISC**

Clerk's Office employees serve under excepted appointments (not civil service) and are at will employees. This position is subject to mandatory Electronic Funds Transfer for payment of net pay.

**INFORMATION FOR APPLICANTS:** Candidates must be U.S. Citizens or

eligible to work for the Federal Judiciary. Candidates for this position must submit to a full fingerprint and FBI background records check. Please forward cover letter and detailed submit resume by mail or email to:

**Paula S. Charette**  
**Personnel Specialist**  
**U.S. Bankruptcy Court**  
**John W. McCormack Post Office and Court House**  
**5 Post Office Square, Suite 1150**  
**Boston, MA 02109-3945**  
**Email: [hr@mab.uscourts.gov](mailto:hr@mab.uscourts.gov)**

The Court reserves the right to amend or withdraw any announcement without written notice to applicants.

The Court is not authorized to reimburse candidates for travel in connection with an interview or pay for any relocation expenses.

**THE UNITED STATES BANKRUPTCY COURT IS AN EQUAL OPPORTUNITY  
EMPLOYER**