

UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF MISSOURI

VACANCY ANNOUNCEMENT



Position: Help Desk Technician
Salary Range: CL 24 \$34,356 - \$55,864
(Based upon qualifications)
Opening Date: March 19, 2012
Closing Date: April 2, 2012

Position Overview: This position is located in the Bankruptcy Court's Clerk's Office in St. Louis, Missouri. The Help Desk Technician provides user support to attorneys and the public. The incumbent will be responsible for receptionist duties, a variety of customer service functions, and performing necessary administrative and clerical tasks. The Help Desk Technician also opens and closes cases, ensuring that all necessary orders are entered and proceedings are completed accurately.

Representative Duties and Responsibilities: Duties include: providing information to external filers on electronic case filing matters relating to equipment and applications; assisting users experiencing difficulties in the use of the software and attempting to resolve such problems; answering and routing incoming calls; assisting customers on the data entry of legal documents; responding to inquiries on case status, searching inquiries, and bankruptcy procedures, and informing customers of required fees; maintaining contact with operational court personnel for the purpose of staying knowledgeable about developments, techniques, and user programs; assisting in developing special help desk reports for the Court unit; and assisting in the imaging, docketing and quality assurance of certain pleadings.

Qualifications and Educational Requirements: Candidate must have a high school diploma or equivalent. Bachelor's degree and/or paralegal certificate preferred. Two (2) years of progressively responsible clerical or administrative experience working in an office setting such as a law firm, banking, real estate/title office or other work that demonstrates experience in word processing, web-based environments, and data entry involving the use of automation skills, the use of specialized terminology and the ability to apply a body of rules, regulations, directives or laws, is required. Familiarity with electronic case filing, especially the CM/ECF (Case Management/Electronic Case Filing) system is desirable.

The successful candidate must: have a professional demeanor and possess excellent computer skills with a demand for accuracy and quality assurance; have good judgment with the ability to apply concepts to determine the appropriate action to be taken; possess excellent proofreading skills and have attention to detail; possess exceptional verbal and written communication skills; be dependable and have the ability to work independently.

Employee Benefits: The U. S. Bankruptcy Court offers excellent opportunities for training and career development. Court employees are covered by the Court Personnel System (CPS). Leave accrual, health benefits, life insurance benefits and retirement benefits are comparable to civil service. This position is subject to mandatory electronic fund transfer participation for payment of net pay. All employees are required to adhere to a code of conduct and the court's policies and procedures. This Court is an equal opportunity employer.

How to Apply: Submit a completed application for judicial branch employment, form AO-78 (available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>), a detailed resume and cover letter to:

Confidential 12-01
Faith LaBeaume, Administrative Technician
U. S. Bankruptcy Court - Eastern District of Missouri
111 S. Tenth St., 4th Floor
St. Louis, Missouri 63102

Or e-mail to: hr@moeb.uscourts.gov