



**UNITED STATES COURT OF INTERNATIONAL TRADE
Office of the Clerk
One Federal Plaza
New York, New York 10278-0001**

VACANCY ANNOUNCEMENT

POSITION: DESKTOP SUPPORT SPECIALIST

OPENING DATE: July 22, 2004

CLOSING DATE: Open Until Filled

SALARY RANGE: CL-26 (\$38,329 - \$62,306)

LOCATION: New York City

POSITION SUMMARY:

The United States Court of International Trade is accepting applications for the position of Desktop Support Specialist. The ideal candidate must possess desktop computer support skills and a variety of administrative and technical skills to perform in a multi-tasking environment. The Desktop Support Specialist has first line responsibility for providing technical and end-user support for PC-based systems in a help desk environment, and for support for the following functions: system account registration and creation, web updates, end user training on Court supported software, report requests, and courtroom technology equipment (video conferencing and digital court recording equipment).

The Desktop Support Specialist must have demonstrated ability to interact with technical and non-technical system users in a professional and supportive manner.

The Desktop Support Specialist is a member of the information systems unit of the Clerk's Office and reports directly to the Systems Manager. The incumbent will be part of a dynamic, professional and technically skilled team of six supporting approximately 100 users.

REPRESENTATIVE DUTIES:

Provides first line support to Court's Help Desk, providing registration, technical and substantive support for all the Court supported applications and PC based systems.

Responds to inquiries regarding systems operation and diagnoses system hardware, software and operator problems.

Recommends or performs minor remedial actions to correct problems.

Registers new users, creates accounts, and configures desktops for new employees.

Provides report information to Clerk of Court on the Court's major database systems.

Adheres to and ensures adequate and consistent security protocols are followed in accordance with Federal judiciary and accepted industry standards.

Advises court managers and chambers on how to meet needs for sorting, recording and retrieving information.

Installs or assists in the installation of new or revised releases of national, local and commercial systems and applications.

Installs and maintains automation software and applications at the desktop level.

Prepares and maintains documentation on hardware, software and electronic courtroom equipment.

Maintains and enhances the Court's intranet and internet websites.

Provides end user training for Court supported applications, such as word processing, e-mail and other software and security procedures and guidelines, as needed.

QUALIFICATIONS:

To qualify for the position of Desktop Support Specialist, a person must have the following experience: three years of specialized experience (including one year equivalent to work at the next lower level) that is applicable to the duties described above.

General Experience:

- Ability to analyze problems and design solutions;
- Ability to interact with system users in a positive and supportive manner;
- Ability to be responsible, reliable and organized;
- Proficiency in communicating effectively with others, both orally and in writing;
- Expertise in exercising good judgment;
- Capacity to employ the knowledge, skills and abilities in the resolution of problems;
- Capability of adapting to a changing environment;
- Expertise in a customer service related field; and,
- Ability to take initiative and learn new programs quickly.

Specialized Experience:

- Progressively responsible experience related to the support and or use of data processing, office automation, and desktop applications and hardware;

- Knowledge of Web Design or HTML;
- Knowledge of Windows 2000/XP, Word processing applications, Lotus Notes and Basic fundamentals of data communication networks; and,
- Understanding of operational processes in a Court environment is highly desirable.

Education:

A bachelors degree in computer science is preferred.

SALARY AND BENEFITS:

The actual pay level will be established on the basis of the successful applicant's qualifications and experience. The position does not carry the tenure rights of positions in the competitive Civil Service. Generous federal government benefits (e.g., leave, holidays, life and health insurance, flexible benefits and retirement benefits) are applicable. The position also is subject to mandatory Electronic Funds Transfer participation of pay.

MISCELLANEOUS:

- The successful candidate for the position is subject to the FBI National Name Check Program records check.
- The official working hours for the Clerk's Office are from 8:30 a.m. to 5:00 p.m. Modified flextime may be available.
- The United States Court of International Trade is an Equal Opportunity Employer and has adopted an Employment Dispute Resolution Plan.

APPLICATION PROCEDURE:

In a cover letter accompanying a detailed résumé, please specify how you satisfy the qualifications listed above. Any résumé without the required cover letter addressing those qualifications will not be considered. All applications should be directed by mail or fax to: Mary Jane Mulvehill, Human Resources Manager, One Federal Plaza, New York, N.Y. 10278-0001, fax (212) 264-0441, telephone (212) 264-1799.