



# U. S. District Court Southern District of Mississippi

## HELP DESK TECHNICIAN Vacancy Announcement MSSD-2023-04

### POSITION

Help Desk Technician

### LOCATION

Jackson, Mississippi

### SALARY/TARGET

CPS 25 (with promotion potential to CPS 26 without further competition)

The entry level salary range is \$45,682 (step 1) through \$57,713 (Step 25)

Actual salary dependent on relevant experience and qualifications.

### POSITION AVAILABLE

March 27, 2023

### APPLICATION CLOSING DATE

Open Until Filled; applications received by March 1 will receive first consideration.

### ANNOUNCEMENT

MSSD-2023-04

The U. S. District Court, Southern District of Mississippi, is an Equal Opportunity Employer

### POSITION OVERVIEW / RESPONSIBILITIES

**The United States District Court for the Southern District of Mississippi is accepting applications for the position of Help Desk Technician. This position is located at the Thad Cochran United States Courthouse in Jackson, Mississippi.**

The Help Desk Technician will work as an integral member of the IT Department team and will report to the Director of Information Technology. The incumbent will provide technical support to the Court's judges, staff and the public, as directed.

The Help Desk Technician will respond to help desk calls and emails from court staff concerning computer applications, mobile devices, computer desktop equipment and other electronic office equipment that support the Court's operation. Support will also be provided for video conferencing equipment. Travel to other locations will be required as needed.

### REPRESENTATIVE DUTIES

- As a member of the Court's Help Desk team, provides first level technical support to end users.
- Assist users with regard to software applications and hardware. The incumbent may also provide ad hoc end-user training as required.
- Respond to personal computer help desk calls and e-mails, log computer problems, and assist with routine problems.
- Configuration, installation, and support of PC-based hardware and software, particularly the suite of software contained with Microsoft Office 365; installation and support of computer peripherals such as video display monitors, printers, scanners, and multi-function devices.
- Provide support for Court-issued mobile computing devices including Apple iPads, iPhones, Microsoft Surface Pro devices, and Windows and Apple laptop computers.
- Escalate problems that are not quickly resolved via the telephone or email to the next level.
- Provide assistance to users for web access to various Internet and Intranet websites.
- Provide information and assistance to users on software applications, such as word processing and data entry

- Receive general incoming telephone calls to the Information Technology department and respond or forward calls to the appropriate individual.
- Remain aware of team schedules, organize staff calendars. Prepare routine reports, form letters, notices, and other correspondence using templates and forms.
- Assist external filers with help desk questions via the CM/ECF help desk e-mail account. Respond to general inquiries regarding IT related issues.
- **Active Directory (AD)** - Support for moves/adds/changes of domain user accounts.
- **File Restorations** - Responsible for restoring requested user files to the network.
- **Client/Device** – Responsible for testing and verifying of both Windows security updates and software application updates on client devices.
- **Servers** – Provide assistance as needed with server administration, hardware, software support for Windows operating system environments.
- **Inventory Assistance** – Provide assistance as needed with helping account for Court IT inventory.
- **Applications** – May be called upon to configure, maintain, and update court related applications or software packages as required. Will work closely with the systems server team to analyze, test, and implement application changes.
- Perform related duties, as assigned.

## EDUCATION AND QUALIFICATIONS

High School diploma required; a bachelor’s degree or higher from an accredited institution, in an IT or IT-related major preferred.

Additionally, applicants must possess good judgment, be dependable, be a proactive self-starter, and demonstrate initiative. The position requires ability to effectively communicate and relate to coworkers and staff with professionalism and integrity.

Candidates must also possess high ethical standards, a positive work attitude, and the ability to work harmoniously with others in a team-oriented environment. Prospective candidates must be available for overnight travel and the ability to work nights and weekends as needed. Lifting of equipment for placement is sometimes required.

Specialized experience in the following skills will be viewed favorably:

- Skill and proficiency in installing, troubleshooting, and training users with using Microsoft Outlook, OneNote and OneDrive and various other programs contained in Microsoft Office 365 on Microsoft Surface devices and desktop computers.
- Skill in performing routine hardware maintenance and troubleshooting on computers, monitors, printers, scanners, etc., basic knowledge of hardware components and how they are relevant to Local Area Networks (LANs).
- Skill and proficiency in working with a number of internet browsers and other commercial off-the-shelf software applications such as Microsoft Edge, Mozilla Firefox, Google Chrome, Adobe Acrobat and Trend Micro Apex One. Applicants must also have the ability to learn other court approved software applications as needed.

## MISCELLANEOUS INFORMATION

- Employees of the federal judiciary serve under “Excepted Appointments” and are considered “at-will” employees and can be terminated with or without cause at any time with the exception of Probation Officers, who must be removed for cause per 18 U.S.C. 362.

- Employees of the judiciary are required to use direct deposit for their salary payments.
- Candidates must be citizens of the United States of America or be eligible to work in the United States.

## BENEFITS

The judiciary offers a generous benefits package which includes:

- 11 paid holidays
- Paid sick and annual leave
- Medical insurance options (requires employee contribution)
- Life insurance options (requires employee contribution)
- Retirement options including participation in the Thrift Saving Plans (tax deferred or Roth retirement savings)
- Long term care plan options
- Long term disability plan options
- Flexible spending account options

## APPLICATION PROCESS

Qualified applicants should submit the following documents:

- A cover letter and resume of qualifications, education and employment experience, including references;
- A completed Application for Judicial Branch Employment (AO 78), which is available at <http://www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf>.

Applications may be submitted via email (PREFERRED), hand delivery or mail, as follows:

**via email to:**

[hr\\_manager@mssd.uscourts.gov](mailto:hr_manager@mssd.uscourts.gov)  
**(subject: Help Desk Technician – MSSD-2023-04)**

**Please note:** When submitting via email, documents should be submitted as a **single PDF** document.

**By mail or hand delivery to:**

Arthur Johnston, Clerk  
 U.S. District Court, Southern District of Mississippi  
 501 E. Court St., Suite 2.500  
 Jackson, Mississippi 39201

**MARK ENVELOPE CONFIDENTIAL**  
**RE: MSSD-2023-04 – Help Desk Technician**

Applications will be accepted until position is filled.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior notice.