U.S. DISTRICT COURT
COMBINED ADMINISTRATIVE SUPPORT CENTER
FOR THE DISTRICT OF COLORADO

EMPLOYMENT OPPORTUNITY

Position: USER SUPPORT SPECIALIST **Grade: CL 26- CL 27**
Location: Denver, Colorado **Salary Range: $35,465 - $49,324***
Opening Date: May 11, 2003 **Job No. 03-AD-02**
Closing Date: May 30, 2003

***Starting salary will be commensurate with experience and qualifications.**

The position of User Support Specialist is a full-time position and operates as a member of the Systems Department for the Administrative Support Center. This position provides support to the end users of the U.S. District Court and U.S. Probation Office. This position will report directly to the Director of Information Technology and is primarily responsible for providing automation support for the U.S. District Court and the U.S. Probation Office. As part of this support, the incumbent shall also be responsible for the various document templates and macros used throughout the units mentioned above, and will work with various national systems and those developed and customized for local use.

REPRESENTATIVE DUTIES:

***Primarily responsible for modification, maintenance and distribution of macros, templates and forms in WordPerfect to assist end users.**

***Provides first level end-user support for PC desktop applications such as WordPerfect, Lotus Organizer, Lotus Notes, Netscape, etc.**

***Responsible for local Lotus Notes Administration, including adding, changing and deleting accounts as well as local client configuration and support.**

*** Supports the configuration and use of hardware and software, including Novell, Windows NT, SQL, Windows 98, 2000 and XP, and mission critical software applications.**

***Responsible for all aspects of desktop support; including installation, troubleshooting, customization, maintenance, evaluation, training, backup, testing and recommendation for procurement of hardware and software.**

*Analyzes current operating systems and hardware configuration for process improvement methodologies to help define and quantify problems.

*Provides support for imaging and scanning application(s) utilized by the court, and develops or maintains interfaces to court applications as required.

***Proposes and advises on upgrades and new technology.**

***Prepares and maintains technical documentation for court software and programs.**

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

*Provides day-to-day system backup. Monitors day-to-day operations of the equipment and systems.

*Acts as the technical expert in solving computer system problems.

***Other duties as assigned.**

The ideal candidate should posses at least two years demonstrated experience with the following:

-End User support,

-Individual and Classroom training experience,

-Expertise creating forms, templates, and macros in either a Microsoft Office or Corel WordPerfect program,

-Microsoft Office knowledge (Word, Excel, PowerPoint, Outlook, Publisher, Access)

WordPerfect 2000 (WordPerfect, Presentations, Quattro Pro)

-Windows 98/2000/XP support;

-Software and hardware installation and configuration/customization expertise,

-Demonstrated technical writing abilities,

-Lotus Organizer,

-Lotus Notes Administration experience;

-Common spreadsheet programs,

-Network administration or a demonstrated familiarity with the concepts of network administration, as well as knowledge of the TCP/IP protocol, DNS and DHCP as it pertains to workstations in a networked environment.

Other Desirable Qualifications:

***Bachelor's Degree in Computer Science or related field.**

***Understanding of Novell networks.**

***Training experience is desirable.**

***Programming experience and relational database experience a plus.**

***Previous UNIX Administration experience.**

***Demonstrated creative ability to identify when new projects, which meet the needs of the court, are desirable and the ability to undertake, both personally and through staff, the necessary steps to develop them.**

***The initiative to stay current with regard to technical developments, techniques and user programs.**

***Ability to communicate effectively, both orally and in written form in order to explain technical and administrative issues, make presentations, write reports, provide written justifications on issues and problems.**

***Ability to work on multiple tasks at one time.**

***Ability to work extended hours when necessary.**

***Ability to work well under pressure. Ability to use tact and diplomacy in dealing effectively with judges, management and court staff.**

***Mature, responsible, reliable and organized.**
***Excellent oral and written communication skills and professional demeanor.**

REQUIREMENTS: **To qualify for a position of USER SUPPORT SPECIALIST one *must be* a high school graduate or equivalent and depending on the Classification Level must have at least three years general experience and from one to two years of specialized experience:**

GENERAL EXPERIENCE: **Progressively responsible experience which provides evidence that the applicant has (1) a good understanding of the methods and administrative machinery for accomplishing the work of an organization; (2) the ability to analyze problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, both orally and in writing; and (4) the capacity to employ the knowledge, skills and abilities in the resolution of problems.**

SPECIALIZED EXPERIENCE: **Progressively responsible experience related to the technical aspects of data processing, office automation, and data communications and their applications, terminology and methodology, including the accomplishment of computer project assignments which involved systems analysis, design, programming, implementation integration, and management.**

Apply by submitting *cover letter, resume* and *application* to fax number (303) 844-0607 or mail to:

Human Resources Division
District of Colorado
Announcement 03-AD-02
721 - 19th Street, Rm. 129
Denver CO 80202

Stay Current with our latest openings by calling 303-844-0608
or check our web page at www.cob.uscourts.gov/hrhome.htm

Information for Applicants

The Court reserves the right to modify the conditions of this job announcement, or to withdraw the job announcement, or to fill the position(s) sooner than the closing date, if a closing date is shown, any of which actions may occur without any prior written notice. This job announcement may involve filling more than one position described herein. This position is subject to mandatory participation for payment of net pay (i.e. Direct Deposit). The U.S. Courts requires employees to adhere to a Code of Ethics and Conduct which is available to applicants for review upon request. Due to the volume of applications received, the Court will only communicate to those individuals who will be interviewed for open positions. If you are not notified by us, another candidate within the recruitment with either more experience or higher qualifications was selected. Finalists for the position will be subject to a background investigation

The selected applicant will be subject to a one-year introductory (probationary) period of "AT WILL" employment and will be subject to "AT WILL" employment thereafter. A knowledge/skills/abilities assessment will be required of applicants considered for interviews.

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Employee Benefits

Full-time permanent employees of the United States Courts are not included in the government's Civil Service Classification program. They are, however, entitled to the same benefits as other Federal Government Employees. Some of these benefits are:

13 days paid vacation per year for the first three years of employment, thereafter, up to 26 days per year and paid sick leave.

Participation in the Civil Service Retirement Program and/or Federal Employees Retirement System, life insurance options, Thrift Savings Plan plus Social Security.

Participation in the Federal Health Insurance Program.

Ten paid holidays per year.

Excellent opportunities for within grade salary increases and grade increases based upon performance.

Opportunity for Credit Union membership.

The Federal Courts are Equal Employment Opportunity Employers.