DISTRICT OF COLUMBIA COURTS
POSITION VACANCY ANNOUNCEMENT

Announcement Number: 05-09-073	Opening Date: 05-05-09	Closing Date: 05-26-09	Open To All Applicants
POSITION: Information Technology Specialist (Customer Service) JS-2210-09	TYPE OF APPOINTMENT: Career Service		Salary Range: $50,408-$65,531 DC Courts non-judicial employees receive federal retirement and benefits.
Division: Information Technology	LOCATION: 500 Indiana Ave, NW		TOUR OF DUTY: Full-time

BRIEF DESCRIPTION OF DUTIES: The incumbent of this position serves as a specialist in providing hardware and software customer support to Court users. Serves as a LAN, PC and Software Customer Support Technician. Provides support to users on a wide variety of Network-related problems, PC hardware issues, operating system problems and features, Microsoft-based software applications and system developed software applications. Documents verbally and in writing a variety of IT solutions. Configures, delivers, upgrades, troubleshoots and maintains PCs, Laptops, and PC peripherals, such as scanners, desktop and network printers. Configures, troubleshoots, and maintains customer hardware and software. Ensures rigorous application of information security/information assurance policies, principles and practices in delivery of customer support services. Must deliver a high level of customer service to users

MINIMUM QUALIFICATIONS: Five (5) years experience as a customer support or help desk technician. Bachelor's Degree or training in Computer Information Systems may be substituted for up to four years of experience. Education or training will be credited only with documentation, e.g., copy of transcript, diploma. Equivalent levels of education or experience may be substituted. A+ and/or MCP (Microsoft Certified Professional) certifications preferred. Please submit a copy of your most recent performance evaluation with your application, if available.

SUPPLEMENTAL RANKING FACTORS: The following factors will be used to rate your qualifications for the position. Please describe experience, training or education that indicates your level of qualification for each factor. **Failure to respond to the ranking factors will disqualify you from further consideration.**

1. Knowledge of and experience working with Microsoft desktop product suite and other applications, such as mainframe gateways and internet services, in order to provide installation, configuration and maintenance services to Court users.
2. Experience in the diagnosis of desktop hardware problems in stand-alone and networked mode, and other factors affecting systems performance.
3. Experience configuring, administering and troubleshooting PCs, Laptops, Printers, and Scanners.
4. Knowledge of and ability to apply IT problem management methods and practices, and new and innovative customer support methods and technologies.
5. Excellent communication skills in order to interact with and meet the needs of judges, division directors, other managers and court staff regarding their service requirements.

SELECTION PROCESS: After review of applications and ranking factor responses, a panel interview may be required of the highest qualified candidates.

Submit D.C. Courts Application and Ranking Factor Responses:

Mail to D.C. Courts, Human Resources Division, 500 Indiana Avenue, NW, Washington, DC 20001;
Hand-deliver to D.C. Courts, HR Division, Gallery Place (7th Street, NW between H & F Streets), Sixth Floor,
Fax to (202) 879-4212; **Email to jobs@dcsc.gov**
For a court application, call (202) 879-0496, or visit our website at www.dccourts.gov

It is the policy and practice of the District of Columbia Courts to hire and promote employees based on qualifications and merit only, without regard to race, color, religion, sex, age, disabilities, national origin, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, source of income, or place of residence or business.