



**United States Bankruptcy Court  
Northern District of Georgia**

**VACANCY ANNOUNCEMENT**

<b>Position:</b>	<b>Help Desk Technician</b>
<b>Location:</b>	<b>Atlanta, GA</b>
<b>Opening Date:</b>	<b>March 31, 2022</b>
<b>Closing Date:</b>	<b>April 21, 2022, or until filled</b>
<b>Salary:</b>	<b>CL 25/26 (\$46,189 - \$82,716) based upon qualifications</b>

**Overview:** The United States Bankruptcy Court for the Northern District of Georgia covers 46 counties and maintains offices in Atlanta, Newnan, Gainesville and Rome. The Help Desk Technician supports the work of eight judges and approximately 100 staff members.

As a member of the Court's Help Desk team, the incumbent will deliver the highest level of customer support and follow up to court employees, the bar, trustees, and the general public. The incumbent must be an effective problem solver and dynamic communicator with an aptitude for and appreciation of the importance of training as a part of every customer interaction.

**Description of Duties:**

- Monitor and respond to Help Desk tickets, escalating those that cannot be resolved within the required timeframes
- Enter clear and concise follow ups regarding Help Desk tickets
- Install standard desktop software and hardware, providing end users with a clear understanding of the application's basic functions
- Deliver high level support for team members with court issued mobile devices
- Troubleshoot and resolve problems related to remote access
- Perform basic end user support for the phone system, including but not limited to additions, deletions and moves
- Help to review hardware, equipment, and software updates
- Perform the duties of disposal officer for the Court's inventory of IT equipment, adhering to the policies of the *Guide to Judiciary Policy*
- Perform other duties as assigned

**Mandatory Qualifications:**

- Thorough working knowledge of the theories, principles and best practices of desktop computer and mobile device hardware and software, and data communications
- Significant experience with computer hardware, software, mobile devices, video-conferencing technology, Microsoft Office applications and audio-visual systems
- Outstanding organizational skills and the ability to exercise mature judgment and work collaboratively with chambers, court staff, the Administrative Office of the U.S. Courts and other agencies
- Self-motivated, results-driven, and detail-oriented

**Court Preferred Qualifications:**

- Associate's Degree from an accredited college or university in computer science, information systems or other business discipline
- Certifications relevant to a Help Desk Technician (e.g. CompTIA A+ and Microsoft Certified IT Professional)

**How to Apply: How to Apply:** To apply for this position, qualified applicants should submit: 1) a résumé; 2) a cover letter addressing qualifications and relevant experience; and 3) a Form AO 78, Application for Judicial Branch Federal Employment, available on the Court's website at: [https://www.ganb.uscourts.gov/sites/default/files/ao\\_078\\_revised\\_2021-12-15.pdf](https://www.ganb.uscourts.gov/sites/default/files/ao_078_revised_2021-12-15.pdf)

Completed application packages should be submitted electronically to:  
[Roosevelt\\_Childs@ganb.uscourts.gov](mailto:Roosevelt_Childs@ganb.uscourts.gov)

Preference will be given to those applications received by the closing date of April 21, 2022. Various skills assessment tests may be administered.

**Salary considerations:** The starting salary will be fixed commensurate with the experience and qualifications of the applicant.

**Notice to Applicants:** Employees of the United States Bankruptcy Court are appointed in the excepted service, are considered "at-will" employees, and serve at the pleasure of the Court. As a condition of employment, the selected candidate must complete a background check, including fingerprinting, and a check of financial and credit records. Any position offer will be considered provisional until a full suitability determination can be made. All Court employees must adhere to a Code of Conduct, copies of which are available upon request. The Federal Financial Reform Act requires direct deposit of federal wages for court employees. Applicant must be a United States citizen or eligible to work in the United States.

The United States Bankruptcy Court is a part of the Judicial Branch of the United States government. Although comparable to the Executive Branch (civil service) in salary, leave accrual, health benefits, life insurance benefits, and retirement benefits, court employees generally are not subject to the many statutory and regulatory provisions that govern civil service employment.

**Employment Benefits:** Employees of the United States Bankruptcy Court are eligible for, but not limited to, these employment benefits:

- Accrual of paid vacation and sick leave days, based on length of service, and eleven paid holidays during the year
- Participation in pre-tax benefit programs (Health, Dental, and Vision Insurance programs; Flexible Spending Accounts; Commuter Reimbursement Benefit)
- Optional group life insurance
- Public Transportation Subsidy
- Participation in the Federal Employees Retirement System (FERS)
- Thrift Savings Plan (with employer matching a percentage of employee's contribution)

The United States Bankruptcy Court is an **Equal Opportunity Employer**.