



United States Court of Appeals
for the Seventh Circuit
219 South Dearborn Street
Chicago, Illinois 60604

2016-05
12/05/16

POSITION VACANCY

Position: Technical Support Technician

Salary Range: CL 23 (\$35,124 - \$43,915) depending upon qualifications*
*Promotional potential to the CL 24/CL 25

Closing Date: Open Until Filled

Position Overview: This entry level, career-track position is part of the Information Technology team. It is responsible for performing end user support activities for PC and MAC based systems. The incumbent will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs. The incumbent must be able to travel to other circuit locations.

Representative Duties:

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Helps to set up, configure, install and document hardware and software.
- Provide support for mobile computing devices and remote access. Perform inventory control duties.

Required Qualifications:

To qualify for the position, candidates must have a Bachelor's Degree from an accredited college or university in a related field of study.

Desired Qualifications:

- General knowledge of hardware and software programs.
- Familiarity with a variety of technologies such as telephone and wireless systems, routine hardware maintenance and electronic devices, audio visual services and equipment.

Application: Please forward resume with cover letter and salary history to:

U.S. Court of Appeals - 7th Circuit
Human Resources
219 S. Dearborn Street - Rm. 1670
Chicago, Illinois 60604
Fax: 312-554-8077
E-Mail: ca7_HR@ca7.uscourts.gov

Resumes will be screened and only selected applicants will be contacted for interviews. Due to the anticipated large response to this announcement only those interviewed will be notified of the selection outcome.

The court reserves the right to modify the conditions of this job announcement or to withdraw the announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may elect to select a candidate from the original qualified applicant pool.

All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Pursuant to the Immigration and Reform Act of 1986, selection is contingent upon providing proof of being legally eligible to work in and for the United States.

Employees are required to use Electronic Fund Transfer (EFT) for payroll deposit

THIS OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER