

**Vacancy Announcement**  
**CE-10/15**  
**UNITED STATES COURT OF APPEALS**  
**FOR THE THIRD CIRCUIT**

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Announcement Date: **October 8, 2015**

Position Title: **Desktop Support Administrator**

Location: **Philadelphia, PA**

Closing Date: **November 5, 2015**

Type of Appointment: **Full-Time Temporary**

Classification Level: **CL-26 (\$45,495 - \$73,920) based upon qualifications and experience**

**Position Overview**

This position is located in the Circuit Executive's Office of the Third Circuit Court of Appeals. The incumbent provides end user support for desktop applications and systems as well as mobile devices and applications. The Circuit Executive's Office supports the U.S. Third Circuit Court of Appeals, district courts and bankruptcy courts within the Third Circuit, which includes Delaware, New Jersey, Pennsylvania and the U.S. Virgin Islands.

**Duties and Responsibilities**

- Provide end-user support for the Court of Appeals.
  
- Provide end-user training and documentation.
  
- Provide technical advice on configuration and implementation of end-user systems.
  
- Provide input and suggestions for improvements to process and procedures.

**Qualification Requirements**

A high school diploma, or equivalent, is required. A Bachelor's degree in computer science or related field from an accredited four-year college or university (or equivalent experience) is preferred. A successful candidate must demonstrate at least two years of general office experience or other work that indicates possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. At least one year of specialized experience at or equivalent to the next lower grade in federal service is required. An applicant must possess solid end-user (Help Desk) and application support skills. Excellent interpersonal and communication skills (oral and written) with the ability to quickly discern customer needs and priorities are required. The ability to work in a team environment with minimal supervision, and demonstrated initiative and strong organizational skills are desired. Specialized experience should include Active Directory, Virtual Environment experience including servers, desktops and printing; Windows and Application update administration; Microsoft Office 2013, Office 365; Microsoft Outlook/Exchange; data replication, backup and restoration; LAN/WAN networking Experience with iPad, iOS application support is preferred. Educational substitutions may apply for general experience.

**Benefits**

Federal benefits include paid vacation based on years of service and/or experience, paid holidays, sick leave, health and life insurance plans, Federal Employees Retirement System, long-term care insurance, and the Thrift Savings Plan (similar to 401K plan).

**Conditions of Employment**

Must be a United States citizen, or must meet the requirements established by current appropriations law. Positions with the U.S. Courts are excepted service appointments. Excepted service appointments are “at will” and can be terminated with or without cause. Employees will be hired provisionally pending the results of a fingerprinting background check. Direct deposit of pay is required.

**Application Instructions**

Submit résumé, cover letter, and references at [www.ca3.uscourts.gov/vacancy-announcements](http://www.ca3.uscourts.gov/vacancy-announcements). Only candidates selected for an interview will be notified. Unsuccessful candidates will not receive notice. .

**The U.S. Court of Appeals is an Equal Opportunity Employer**