

UNITED STATES PROBATION OFFICE
Central District of California

Date: September 9, 2010
Position Title: IT Support Specialist
Classification Level: CL 24 or CL 25, Depending on Experience
(CL 24: \$38,269 - \$62,226; CL 25: \$42,262 - \$68,736)
Closing Date: October 1, 2010
Vacancy No.: #10-110
Location: Downtown Los Angeles

OVERVIEW OF THE POSITION

The United States Probation Office, Central District of California is a part of the U.S. District Courts and the Federal Judiciary. The Probation Office is responsible for investigating, supervising, referring for treatment, and providing reports on federal offenders. The district is comprised of 13 branch offices located throughout Los Angeles, Orange, Riverside, San Bernardino and Santa Barbara counties.

U.S. Probation is seeking an intelligent, team-oriented, detail-minded individual for an IT Support Specialist position in our constantly evolving Information Technology department located in downtown Los Angeles. This position will provide technical support for desktop applications and systems to a diverse workforce of approximately 280 employees.

The qualified candidate will need to be reliable, focused, organized and able to deal with a variety of technical issues delivered via telephone, email, and in person. The proper candidate will demonstrate good communication skills, common sense solutions to various problems and offer excellent customer service to all users. A broad understanding of computer hardware, application software and networking is preferred.

REQUIRED QUALIFICATIONS

Minimum of a High School Diploma or GED. Bachelor's degree or equivalent not required, but a plus. Minimum of 1 to 2 years help desk and/or computer support experience. Excellent interpersonal skills, capable of communicating (speak and write) in English. Must be self-motivated, professional and organized with working knowledge of Novell and Microsoft products. Must have working experience with Microsoft Windows XP desktop Operating System, and Novell networking products (i.e. NetWare (v6.5), NDS, ZenWorks, iPrint and NetWare Client for Windows). Other products include Windows 2000 Server, Windows 2003 Server, MS Office Professional Suite, Windows XP Client, Lotus Notes, Citrix and various government applications. Assist in the development and execution of IT policy. Excellent customer service and phone skills a must. A+, Network+, MCP certification a plus.

BENEFITS

As a federal employee, you will have a wide variety of medical plans from which to choose. Options for dental, vision, life insurance, long-term disability insurance, long-term care insurance and flexible spending accounts. Participation in the Federal Employees Retirement System (FERS). Up to 5% matching on retirement savings (401k equivalent). Generous accrual of paid time off.

INFORMATION FOR APPLICANTS

The U.S. Probation Office requires employees to adhere to a Code of Conduct. The final candidate will be subject to a criminal background investigation and one-year probationary period. The position is "at-will." The Federal Financial Reform Act requires direct deposit of federal wages for employees. Due to the volume of applications received, we will only be able to respond to individuals selected for testing or interviews. We are an Equal Opportunity Employer.

HOW TO APPLY

To be considered for the position, please submit a cover letter, resume with salary history and references, copies of transcripts. Any packet with missing required documents will not be considered.

U.S. Probation Office
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