



Vacancy Announcement

Posting Number: 24-E TEA-81

Issue Date: 9/26/2024

Closing Date: 10/5/2024

TITLE: IT SERVICE DESK TECHNICIAN
POSITION NUMBER: 70235760/Vice Brandon Tibbetts
GRADE: IT/ASC-13
OCCUPATION CODE: 0335-3007
FINANCE NUMBER: 26-6375
SALARY RANGE: \$72,810 - \$81,264
LOCATION: Full Time Remote
RELOCATION REQUIRED: No
FUNCTIONAL ASSIGNMENT AREA: IT Service Desk, Eagan, MN P/L 362
PERSONS ELIGIBLE TO APPLY: All qualified career full-time bargaining employees

HOURS & SCHEDULE OF WORK:

CENTRAL TIME

07:50-16:00
All Weeks: Saturday, Tuesday-Friday
SDO – Sunday & Monday

METHOD OF SELECTION: Best Qualified

APPLICATION FOR PROMOTION

FUNCTIONAL PURPOSE: Provides initial customer contact and primary support to users of USPS technologies, assuring that hardware, software applications, peripherals and user education problems are resolved.

REQUIREMENTS:

1. Knowledge of the principles, methods, techniques and terminology of networking, operating systems and desktop computing, sufficient to resolve routine hardware, software applications and user education problems.
2. Ability to analyze and evaluate information from varied sources such as reference materials and apply this information to implementation plans for major operating changes and practical applications such as identifying and personally resolving routine user and network issues.
3. Ability to work with others sufficient to adapt to varying personalities and situations to maintain working relationships, and to work in cooperation with other employees, headquarters and field users.
4. Ability to work independently sufficient to perform the duties of the position, complying with operating guidelines and procedures, and executing work activities such as resolving routine user and network problems and coordinating hardware and software changes.
5. Ability to use knowledge base reference materials sufficient to read, comprehend, and interpret text materials such as handbooks, manuals, and operating guidelines, and apply this information to practical applications such as providing technical guidance and assistance to users
6. Ability to work under pressure sufficient to perform the duties of the position, pursuing and disposing of user and network problems and coordinating hardware and software changes in limited time and in stressful situations.
7. Ability to maintain accurate and current records, such as internal procedures documentation, hardware and software documentation, and reports, and to apply this information to practical applications such as implementing operating changes affecting users.
8. Ability to communicate sufficient to receive, understand, simplify and transmit technical information and instructions related to systems applications into correspondence, reports, and oral and written instructions directed to users and to management.
9. Ability to use a computer sufficient to input or log user problem information into an automated information system, generate problem and change reports, or route more complex problems to other organizations and/or higher levels for resolution.

PHYSICAL REQUIREMENTS: Applicants must be physically able to perform the duties of the position with or without reasonable accommodation.

HOW TO APPLY: Employees must complete and submit Form 991, *Application for Promotion* (Pages 1 and 2), plus a separate statement of qualifications in writing to the **HR (HQ) - IT/ASC Bid & Application Submission**, FDN6J0@usps.gov mailbox. Include the **Vacancy Announcement Number** on the Subject Line of the email. Applications must be submitted by 11:59 p.m., central time, of the posting's closing date. Please submit your application in **PDF** format *only*, you will receive a reply via email indicating the receipt of your application

PLACEMENT: Upon selection the successful applicant will be placed in the IT/ASC-13, IT Service Desk Technician position. After one year of required service in the IT/ASC-13 position and upon meeting the criteria defined in the Memorandum of Understanding, the employee will be upgraded to an IT/ASC-15, IT Service Desk Specialist.

Selections are to be made without discrimination, based on any non-merit factor such as race, color, religion, sex, age, national origin, political affiliation, marital status, or mental or physical handicap. The United States Postal Service provides reasonable accommodation to qualified individuals with disabilities. If you need reasonable accommodation for any part of the application, bidding, interview, and/or selection process, please contact Human Resources. The decision on granting reasonable accommodation will be on a case-by-case basis.