



United States Court of Federal Claims

717 Madison Place NW
Washington, DC 20005

POSITION VACANCY

Announcement Number:	CFC-2026-05-IT
Position Title:	Help Desk Supervisor
Open Date:	March 25, 2026
Close Date:	April 10, 2026
Type of Appointment / Position:	Permanent / High Sensitive
Grade / Salary Range:	CL-29 (\$97,419 - \$158,334)
Duty Location:	Washington, DC (conveniently located across from the White House and Lafayette Park, one block from McPherson Square Metro)
Who May Apply:	U.S. Citizens (or persons eligible to work in the United States) *INTERNAL CANDIDATES ONLY*

Position Overview and Representative Duties:

The Help Desk Supervisor is responsible for leading and supporting a team of IT professionals in delivering high-quality technical support to end users. This role oversees daily help desk operations, ensures timely resolution of support requests, and manages the deployment and maintenance of end-user equipment, including desktops, laptops, telephones, smartphones, printers, and peripheral devices.

This position is eligible for regular and recurring telework. The actual amount of telework is based on the suitability of the candidate, the position, and the needs of the court.

No relocation expenses will be paid.

General Experience:

The candidate must have strong technical expertise with leadership skills to ensure exceptional customer service, operational efficiency, and continuous improvement of IT support services. The incumbent directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls. The successful candidate will be a self-starter who is able to work with minimal direction.

- Supervise employees involved in information technology activities, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Assist with developing and conducting employee performance evaluations. Assist with developing work standards. Supervise, delegate, and prioritize workload. Implement staff procedures and conduct staff meetings. Identify issues and resolve disputes. Maintain documentation and statistics pertaining to the performance of the help desk. Train staff on policies, procedures, and internal controls. Make recommendations regarding employee appointments, promotions, and separations.
- Oversee the help desk ticketing system to ensure timely response and resolution of requests. Escalate complex or high-impact issues to appropriate IT personnel, Administrative Office, or vendors. Develop and maintain support documentation, knowledge base articles, and standard operating procedures. Ensure consistent, professional communication with end users.
- Assist in developing short term and long range automation improvement plans for the court unit, ensuring that changes can be implemented with minimal disruption at the court site.
- Develop budget justification for IT equipment, up-grades, and normal operations. Assist in the procurement of IT equipment, software and services. Manage the deployment, configuration, and

lifecycle of end-user hardware including desktops, laptops, telephones, smartphones, printers, and peripheral devices.

- Provide hands-on support for escalated hardware, software, and application issues. Provide status updates and reporting to IT management. Coordinate with other court technical staff and management when necessary. Serve as primary point of contact for end-user support concerns and service feedback.
- Track and report key performance metrics (ticket volume, response & resolution time targets). Identify opportunities to improve efficiency, automation, and user self-service. Recommend technology upgrades or process enhancements.
- Abide by the *Code of Conduct for Judicial Employees* and court confidentiality requirements.
- Demonstrate sound ethics and good judgment at all times. Communicate effectively (orally and in writing) to individuals and groups to provide information, translating and documenting technical terms into non-technical language. Interact effectively and appropriately with others, provide customer service and resolve difficulties while complying with regulations, rules, and procedures. Foster effective and collaborative internal and external working relationships.
- Other related duties as required

Certifications:

IT experience in federal courts, law firms, or other legal environments is highly desirable, as is strong knowledge in the following areas: Office 365, SharePoint, OneDrive, PC hardware deployment, web conferencing, audio and video systems, digital recording software and practices, and other areas relevant to the position. The ideal candidate will excel at troubleshooting and will have excellent customer service skills.

The successful candidate must be a self-starter as well as detail oriented. The candidate must be highly organized and tactful, possess good judgment, poise and initiative, and maintain a professional appearance and demeanor at all times. Must have strong prioritizing and problem-solving skills. Must have solid communication skills (written & oral) to communicate effectively with persons within the court of various levels of technology expertise front line staff to chambers, as well as with persons outside the court. A demonstrated ability to work harmoniously with others in a team environment and to exhibit a professional manner is a must.

To qualify at the CL 29 level: Two years of specialized experience, including at least one year equivalent to work at the CL-28 or the completion of a master's degree or two years of graduate study (27 semester or 54 quarter hours) in an accredited university in information technology or a field closely related to the subject matter of the position. Specialized experience is progressively responsible experience in or closely related to the work of the position that has provided the knowledge, skills, and abilities to perform the duties of the position successfully.

Preferred Qualifications: Completion of a bachelor's degree from an accredited college or university in information technology or a related field. Five (5) years of specialized experience which demonstrates working knowledge, skills, and abilities to successfully perform the duties of the Help Desk Supervisor may be substituted for the degree requirement.

Benefits:

- 11 paid holidays, 13-26 days paid annual leave (increases with service), 13 days paid sick leave annually.
- Family and Medical Leave Act and Paid Parental Leave after 12 months of federal, civilian service.
- Participation in the Federal Employees Retirement System (FERS). Optional participation in the Thrift Savings Plan (up to 5% employer matched contributions).
- Optional participation in the Federal Employees Health Benefits Program (FEHB), Federal Dental and Vision Insurance Program (FEDVIP), the Federal Employees' Group Life Insurance (FEGLI), and the Flexible Benefits Program

- Public transportation subsidy, on-site fitness center, Employee Assistance Program (EAP)
- Public Service Loan Forgiveness program pursuant to the term of the ([PSLF](#)) program.

How to Apply:

To apply for this position, you must combine ALL documents listed below into a single PDF file and email to uscfcjobs@cfc.uscourts.gov. Zip files and faxes will not be accepted. Please include the Title and Job Announcement Number in the subject line.

- **Cover Letter** (include the Announcement Number and the position title and address your qualifications relating to the duties and responsibilities of this position);
- **Résumé**;
- **Form AO78 Federal Judiciary Application Form** which can be found at: www.uscourts.gov/uscourts/FormsAndFees/Forms/AO078.pdf;
- **Three (3) business/professional references** with name, affiliation, and contact information;
- **Salary History** for prior three (3) years;
- If a current Federal Civilian Employee, your **latest Personnel Evaluation** and your **latest SF-50**; and,
- If a current or recently discharged or retired military member, your **latest Officer Evaluation Report (OER), Enlisted Evaluation Report (EER) or equivalent, and a copy of your DD Form 214.**

What to Expect Next

- The court will conduct an evaluation of each applicant's qualifications and materials after receipt of a complete application package.
- Applicants selected for an interview will be contacted. Interviews may commence immediately.
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.
- This is an "Excepted Appointment" and an "At Will" position. Federal Government Civil Service classifications or regulations do not apply.
- All appointments are subject to a full background check including an FBI Fingerprint Background Check, as well as periodic reinvestigation.
- If offered employment, such employment will be provisional pending the satisfactory completion of a mandatory Fingerprint and Background Investigation. The provisional nature of your employment, however, will not affect your start date, salary, or other benefits.
- No phone calls please. Only those candidates selected for an interview will be contacted.
- The United States Court of Federal Claims is an Equal Opportunity Employer.