

Federal Public Defender – Western District of Pennsylvania

Information Technology Support Specialist

Posted: June 14, 2024

Closes: July 7, 2024, or when filled

Position Announcement # 2024-10

The Federal Public Defender for the Western District of Pennsylvania is accepting applications for the position of IT Support Specialist, to be stationed in the Pittsburgh office, with the opportunity for some remote work. The Federal Public Defender operates under authority of the Criminal Justice Act, 18 U.S.C. 3006A, to provide defense services in federal criminal cases and related matters by appointment from the court to individuals unable to afford counsel.

Requirements:

To qualify for the position of IT Support Specialist, a person must be a high school graduate or the equivalent and have at least three years of IT experience which provided a working knowledge of automated systems, and at least two additional years of specialized experience. Applicants should possess comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. The candidate must be highly motivated, detail-oriented, and possess strong organization skills. Must have demonstrated proficiency in mastering and applying new technical skills and concepts, the ability to quickly diagnose and respond to system difficulties, strong client-service orientation, and excellent communication skills. Specialized knowledge and experience in the following areas is required:

- Windows 10/11 desktop and laptop computer support and administration experience
- Microsoft Office 365 suite installation, configuration, and support
- Proven experience providing exceptional support to users for requests related to software and hardware
- Experience installing and troubleshooting automation hardware, software, and basic network administration
- Windows Server 2016/2019/2022 management with demonstrated experience in scripting (PowerShell, VBScript, etc.)
- Creating and Maintaining Windows Active Directory user/computer accounts and security groups
- Group Policy management
- NAS or SAN storage management

- Virtual machine management

Specialized knowledge, skills, and experience in the following areas is preferred, but not required:

- Adobe Dreamweaver or comparable web design software
- Windows Server Hyper-V virtualization platform
- Windows Server Failover Clustering
- Access or SQL database creation and management
- Synology SAN/NAS
- Networking device management (switches and firewalls)
- Litigation Support
- Forensic software such as Cellebrite or Axion
- Adobe Acrobat

Employment is subject to a satisfactory background investigation, including, but not limited to an FBI name and fingerprint check. Applicants must possess a valid driver's license. Occasional travel may be required to training events or to a branch office location. Empathy, tact, and the ability to work well with others are key components of this position.

Duties:

The IT Support Specialist's primary responsibility will be to provide timely end-user support while ensuring that office systems and networks are operating securely, efficiently, and effectively. The IT Coordinator will assist the Computer Systems Administrator in planning and maintaining office systems and networks, which will require administration of key Windows Server components such as Active Directory, DHCP, DNS, Hyper-V, and Failover Clustering. The IT Support Specialist will also play a key role in the following while adhering to national program standards and federal regulations: office-wide litigation support, various administrative functions such as asset and inventory tracking, auditing and control, and other areas and duties as assigned. The ability to lift 50 pounds, and occasionally travel, including overnight travel, is required.

Commitment to Diversity, Equity and Inclusion:

Our office values diversity, is committed to equity and inclusion, and aspires to create a culture of mutual respect, collaboration, openness, and humility that honors the people we represent. We believe representation is better when members of the defense team have diverse backgrounds and experiences. We seek an individual who shares this belief and commitment. We embrace the unique contributions our employees can bring to the FPDO because of their backgrounds, social identities, and lived experiences. We are interested in applicants' talent, intelligence, dedication, and persistence, and desire to see that all

people are treated fairly and respectfully. The FPD seeks applications from a diverse group of qualified individuals in terms of race, ethnicity, nation of origin, culture, sex, gender identity and expression, sexual identity, education, opinions, age, languages spoken, veteran status, disability, religion, and socioeconomic circumstance. We especially encourage applications from members of the BIPOC community, people affected by the criminal legal system, and people from other underrepresented and historically marginalized groups.

Salary and Benefits:

The starting salary of an IT Support Specialist will be commensurate with the experience and qualifications of the successful applicant, within the range of \$66,732 to \$116,879). The position is in the excepted service and does not carry the tenure rights of the competitive Civil Service. The position offers federal government employment benefits, including a generous vacation package, 11 paid Holidays, health and life insurance, supplemental dental and vision benefits, retirement (FERS-FRAE), and participation in the Thrift Savings Plan and flexible spending accounts. Salary is payable biweekly only by Electronic Funds Transfer (direct deposit).

How to apply:

Qualified persons may apply by submitting a single Adobe pdf file which includes (1) a cover letter briefly stating your experience as it relates to the skills listed above, (2) a current resumé, and (3) three references, including at least two professional references. Please submit to the following email: paw_employment@fd.org using the subject line: "2024-10". Applications received after the closing date of July 7, 2024, may not be considered. This position is open until filled.

This Office is an Equal Opportunity Employer.

One or more positions may be filled from this posting.

Only those candidates selected for an interview will be contacted.

Hiring for this position is dependent upon availability of funding.

No telephone calls please.