

Position Announcement 21-12
NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT
OPERATING SYSTEMS ADMINISTRATOR (Temporary/Permanent)
Office of the Federal Public Defender
Western District of Texas (San Antonio)

THE FEDERAL PUBLIC DEFENDER, Western District of Texas is accepting applications for an Operating Systems Administrator, located in San Antonio, Texas. This is a temporary position for one year and a day, with the option to convert to a permanent position with acceptable job performance. The NITOAD branch supports the federal defender program's staffed offices in 204 locations throughout the continental United States, Alaska, Hawaii, Puerto Rico, the Virgin Islands, and Guam. The federal defender program 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 an Operating Systems Administrator, a person must be a high school graduate or equivalent and have at least three years general experience and four years specialized experience. Some higher education from an accredited college or university, preferably with a concentration in computer or management-information science or a related field, may be substituted for some of the required experience. Notwithstanding any educational substitution, specialized experience in two or more of these areas is required:

- 3 + years' experience performing regular Windows Server maintenance to ensure the system is secure, healthy, and redundant;
- 2 + years' Experience supporting Windows Server deployments on Hyper-V clustered environments;
- Proven experience with Windows server operating systems (2012 R2, 2016, 2019, Hyper-V), and server class hardware with a strong understanding of networking principles;
- Experience designing, implementing, and supporting Microsoft 365 Government (GCC) environments, including Teams and office apps.
- Active Directory and Group Policy design, administration and troubleshooting;
- Experience using PowerShell to manage, configure, and troubleshoot Windows servers and Microsoft 365 environments; and
- Communicate technical issues, to both a nontechnical and technical audience, with excellent customer service skills.

Duties. The operating systems administrator assists in developing, executing, and supporting the national federal defender Microsoft Windows infrastructure. Specialized duties include:

- Windows client and server operating system installation, deployment maintenance, and support;
- Administration and troubleshooting Active Directory and Group Policy design;
- Manage and maintain third-party applications in conjunction with vendor support;
- Tier 3 support assisting IT staff around the nation with in-depth technical support and troubleshooting advanced problems;
- Develop and maintain project documentation such as: Infrastructure diagrams, installation documentation, upgrade assessments, knowledge base articles;
- Drive infrastructure related projects involving updates, migrations, and servers independently or through collaboration with team members;

- Support Microsoft 365 products such as Office Apps and Services, OneDrive, and Microsoft Teams;
- Utilize enterprise tools to manage, monitor and secure large enterprise data center environments;
- Monitor the hardware environment including storage area networks (SAN) and Windows Server health;
- Prepare and present reports on usage and system health;
- Serve as a Microsoft Windows escalation resource and mentor team members;
- Demonstrate attention to detail and maintain effective working relationships with those contacted during course of work;
- Occasional travel and lifting equipment up to 50 pounds; and
- Other duties as assigned.

Experience with a public defender, law offices or court functions, policies and procedures is preferred. This is a public trust position and as a condition of employment, the selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter. Employment will be considered provisional pending the successful completion of the initial ten-year background investigation. Continued employment will depend upon the successful completion and favorable determinations based on investigation results thereafter. Applicants must be US citizens or be eligible to work for the federal government. The full position qualifications statement with position description is available upon request.

Salary and Benefits. Starting salary will be fixed commensurate with experience and qualifications within a range from JSP-12, Step 1 to JSP-13, Step 1 and currently yielding \$78,036 to \$92,795 per annum. The position is in the excepted service and does not have the tenure rights of the competitive Civil Service. The position does carry regular government employment benefits including health and life insurance, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Qualified persons may apply by forwarding a letter of interest (mentioning announcement number 21-12) and résumé to: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH-10 West, Suite 200, San Antonio, Texas 78229, or you may submit your letter of interest and resume in a single PDF document by email to NITOAD_Admin@fd.org. The document should be named as follows: “Announcement number, position title, last name, first name” (e.g. 21-12 Operating Systems Administrator, Smith, John). Electronic submissions may also be through Indeed.com or LinkedIn.com. Electronic submissions to the Defender will not be accepted. For applicants with disabilities, this organization provides reasonable accommodations, which are decided on a case-by-case basis. To request a reasonable accommodation for any part of the application or interview process, contact Personnel Administrator, Victoria Longoria (210) 472-6700. More than one position may be filled from this announcement. Position announced March 3, 2021, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.