

POSITION ANNOUNCEMENT 23-04
ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR
Office of the Federal Public Defender
Western District of Texas (AUSTIN)

THE FEDERAL PUBLIC DEFENDER for the Western District of Texas is accepting applications for the position of Assistant Computer Systems Administrator (ACSA), to be stationed in the Austin office. 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 ACSA, a person must be a high school graduate or the equivalent and have at least three years of general experience, which provided a working knowledge of automated systems, and two years of specialized experience, and 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 11 desktop and laptop computer support and administration experience;
- Windows Server 2016/2019/2022 management with demonstrated experience in Hyper-V virtualization administration;
- Microsoft Office O365 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;
- Experience creating and deploying Windows 11 images using software like Acronis and Universal Imaging Utility;
- Maintaining Windows Active Directory user accounts;
- Enterprise-level backup software experience, such as Backup Exec, to include monitoring, administration, and recovery;
- Enterprise anti-virus software support and maintenance.

Specialized knowledge, skill, and experience in the following areas is preferred:

- SharePoint 2013/2019, with collaboration and business process experience;
- ManageEngine Desktop Central experience with a focus on patch and software deployment administration;
- Litigation support software, such as Trial Director, CaseMap and Summation.

Employment is subject to a satisfactory background investigation, including, but not limited to an FBI name and fingerprint check. Employment also requires a person be fully vaccinated for COVID-19 and provide proof of such prior to entrance on duty.

Duties. The ACSA provides specialized and routine user support services, including training; resolves problems with hardware, software, peripheral equipment, and data communications systems. Also assists in administering the day-to-day operation and support of an integrated Windows network over a WAN. The ACSA will participate in planning, imaging, and deploying workstations. Assists with testing and installing firmware, software, and patches. Develops, documents, and maintains standard operation procedures for installed automation systems. The ACSA will maintain accurate asset and inventory tracking, auditing, and control. Other responsibilities may include maintaining backup routines, disaster recovery, and virus detection. The ACSA will also perform other duties, as assigned. The ACSA assists the Computer Systems Administrator (CSA) and the Supervisory Computer Systems Administrator (SCSA). The ability to lift 50 pounds, and frequent travel, including overnight travel, is required.

Salary and Benefits. The salary of an ACSA will be commensurate with the experience and qualifications, within a range from \$61,226 (JSP-9, Step 1) to \$81,139 (JSP-12, Step 1). 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 health and life insurance, retirement, and participation in the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Qualified persons may apply by sending a letter of interest (mentioning announcement 23-04), résumé, and three references. Send completed application to: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 727 E. César E. Chávez Boulevard, Suite B-207, San Antonio, Texas 78206-1278, or you may submit the required documents in a single PDF document named with applicant's "last name, first name-Announcement 23-04 Austin ACSA" by email to TXW_Employment@fd.org. Electronic submissions sent directly to the Defender will not be considered. 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 B. Longoria at (210) 981-2081. More than one position may be filled from this announcement. Position announced October 13, 2022, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.