

Position Announcement 23-09
NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT
OPERATING SYSTEMS ADMINISTRATOR

Office of the Federal Public Defender
Western District of Texas (San Antonio)

THE FEDERAL PUBLIC DEFENDER, Western District of Texas is accepting applications for the position of Operating Systems Administrator, National Information Technology Operations and Applications Development (NITOAD), located in San Antonio, Texas. 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.

Job 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 supporting Microsoft Windows server operating systems (2012 R2, 2016, 2019, Hyper-V), server class hardware, and storage (SAN) technologies.
- 3 + years experience supporting Microsoft Windows Server deployments in virtualized environments including Microsoft Failover Clustering.
- Experience performing Microsoft Windows Server maintenance to ensure the system is secure, healthy, and highly available.
- Practical and in-depth understanding of networking principles.
- Experience designing, implementing, and supporting Microsoft 365 environments, including Teams, Azure, 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.
- Knowledge of data center technologies, functions, and infrastructure.
- Experience in leading projects and providing architectural input for system design.

Experience with a public defender, law offices, or court functions policies and procedures are preferred. 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 authorized to be employed by the federal government. The full position qualifications statement with position description is available upon request. The ability to lift 50 pounds and occasional travel, including overnight travel, is required. Employment also requires a person be fully vaccinated for COVID-19 and provide proof of such prior to entrance on duty.

Duties. The Operating Systems Administrator assists in developing, executing, and supporting the national federal defender Microsoft Windows infrastructure. Specialized duties include:

- Installs, deploys, maintains, and supports Windows client and server operating systems.
- Administers and troubleshoots Active Directory and Group Policy.
- Manages and maintains third-party applications in conjunction with vendor support.
- Provides level-3 support for federal public defender district offices around the nation with in-depth technical support.
- Communicates technical issues, to both a nontechnical and technical audience, with excellent customer service skills.
- Develops and maintains project documentation such as: Infrastructure diagrams, installation documentation, upgrade assessments, and knowledge base articles.
- Drives infrastructure related projects independently or through collaboration with team members.
- Supports Microsoft 365 products such as Office 365 Apps and Services, OneDrive, and Microsoft Teams.
- Utilizes enterprise tools to manage, monitor, and secure large enterprise data center environments.
- Monitors the hardware environment including storage area networks (SAN) and Windows Server health.
- Prepares and presents reports on usage and system health.
- Serves as a Microsoft Windows escalation resource and mentors team members.
- Demonstrates attention to detail and maintains effective working relationships with those contacted during course of work.

Salary and Benefits. The starting salary will be commensurate with the experience and qualifications of the applicant within a range of \$61,226 (JSP-9, Step 1) to \$95,339 (JSP-13, Step 1) per annum. The position is in the excepted service and does not have the tenure rights of the competitive Civil Service. The position does offer federal government employment benefits, including health and life insurance programs, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Qualified persons may apply by submitting a letter of interest (mentioning announcement number 23-09), a résumé, and a list of three professional references 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 the required documents in a single PDF document named with applicant's "last name, first name-Announcement 23-09 NITOAD OSA" by email to NITOAD_Admin@fd.org. Electronic submissions will not be considered unless they are submitted through Indeed.com or LinkedIn.com. Emails sent directly to the Defender will not be considered. For applicants with disabilities, this organization provides reasonable accommodations, which are determined 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 December 1, 2022, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.