

POSITION ANNOUNCEMENT 23-18
NATIONAL INFORMATION TECHNOLOGY OPERATIONS AND APPLICATIONS DEVELOPMENT
Network Operations Manager
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 Network Operations Manager, National IT Operations and Applications Development Branch, 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 the NITOAD Branch Network Operations Manager, a person must be a high school graduate or the equivalent, however, a bachelor's degree is preferred. The candidate must also have at least three years of general experience with automated systems and five years of specialized experience with computer systems administration principles, practices, methods, and techniques. 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, however, specialized knowledge and experience in the following areas is required:

- Hands-on technical skills and detailed working knowledge of network optimization technologies, including but not limited to MPLS, VPN, and SD-WAN;
- Proficiency in understanding and adhering to federal IT policies and regulations to include FISMA and NIST;
- Excellent interpersonal, written, and oral communication skills;
- Solid administrative, organizational, project management, and leadership skills;
- High level of business acumen, strategic agility, ability to develop others, and influence outcomes and change (key results);
- Successful track record with designing, developing, and executing complex projects in areas of functional expertise.

The ability to lift 50 pounds, and infrequent travel, including overnight travel, is required. This position is classified as "high sensitive." Employment will be considered provisional pending the successful completion of an initial 10-year background investigation with updates performed every five years thereafter. Continued employment will depend upon the successful completion and favorable determinations based on investigation results.

Duties. The network operations manager oversees and directs the day-to-day operations of the organization's network infrastructure, including hardware, software, security, and services, to ensure the optimal performance and availability of the Defender's wide area network (DWAN). Other responsibilities include:

- Oversees all aspects of the DWAN infrastructure, design, implementation, and integrity; keeps up to date with the latest developments in network technology and makes recommendations for improvements to the DWAN infrastructure.
- Collaborates with other members of the NITOAD team to integrate the network architecture with other systems and applications used by the Federal Defender Offices.
- Collaboratively engages with senior leaders to identify, create, and implement solutions to improve the network operations and support provided to the Federal Defender Organization.
- Supports the planning, tracking, and successful completion of multiple projects, to include resource planning, task delegation, and timely issue resolution.
- Exercises supervisory and personnel management responsibilities, including yearly evaluations; provides coaching, mentoring, and constructive feedback on work product to ensure the team is working toward common goals and achieving desired outcomes.
- Contributes to the design and execution of the business continuity plan.
- Implements security measures to protect the DWAN infrastructure, following current and future policies and regulations.
- Leads troubleshooting and resolution of routine network issues and conducts root cause analysis.

Salary and Benefits. The starting salary will be commensurate with the experience and qualifications of the applicant within a range of \$99,764 (JSP-13, Step 1) to \$117,891 (JSP-14, Step 1) per annum. The salary of the successful applicant will be commensurate with the person's qualifications and experience. The position is in the excepted service and does not carry the tenure rights of the competitive Civil Service. The position does offer federal government employee 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. You may submit your application via Dice.com or via email to NITOAD_Admin@fd.org. Qualified persons may apply by submitting a letter of interest addressed to Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH-10 West, Suite 200, San Antonio, Texas 78229, please reference announcement number 23-18, include a resume and a list of three professional references. 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. Position announced June 16, 2023, subject to the availability of funds; open until filled.