



**FEDERAL PUBLIC DEFENDER
WESTERN DISTRICT OF NORTH CAROLINA**

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**Position Announcement
Information Technology Specialist - Charlotte, North Carolina**

Posted: January 12, 2023

Closing date: Applications received by February 10, 2023, will receive priority consideration. Position open until filled.

The Federal Public Defender for the Western District of North Carolina seeks an Information Technology Specialist to join its Charlotte office.

About Us:

The Federal Public Defender Office operates under authority of the Criminal Justice Act (18 U.S.C. § 3006A) to represent individuals who are unable to afford counsel and are prosecuted in our federal courts. Our office is committed to serving the distinct needs of these individuals with a diverse group of dedicated professionals who collaborate with, listen to, and advocate on behalf of one another. We welcome and value individuals of any race, color, religion, ethnicity, national origin, sexual orientation, gender, gender identity or expression, disability, age, veteran status, and other status protected by law. Click [here](#) for more information about our office.



Job Description:

This position will support and report directly to the Chief Technology Officer and provide specialized and routine user support services including training, documentation and resolving issues with hardware, software and peripheral equipment.

- Substantial duties may include, but are not limited to, the following:
 - Assists in planning and implementing Defender office training programs in the areas of computer literacy, use of automated systems, and use of applications software.
 - Develops schedules and conducts formal classroom and informal training sessions. Determines content of and prepares instructional materials; prepares training and reference manuals. Provides follow-up and confirmation instruction and provides special assistance and consultation to users, as necessary.
 - Works closely with the CTO and the Defender in defining and carrying out automation training plans and procedures.
 - Prepares and gives presentations to FDO staff and others to ensure proper usage and understanding of automated equipment and systems.
 - Provides data analysis reports to the CTO and Defender.
 - Answers user questions, traces and identifies sources of processing failures and procedural errors, and provides technical advice. Assists users experiencing difficulties in the use of software and resolves such problems. Consults with AOUSC and vendor specialists to isolate, analyze and correct system faults.

- In conjunction with CTO, serves as central point of information and assistance for Defender office automation users on all matters related to equipment and applications.
 - Assists CTO in the development of applicable procedures and standards pertaining to computer users.
 - Assists in developing local Defender office technical and user documentation for all systems.
 - Assists in making presentations and technical briefings for FDO management staff as well as members of the bar on automated systems-related topics.
 - Designs, develops, tests, and implements internet, intranet, and extranet activities, including the technical management of websites.
- Other duties may include, but are not limited to, the following:
 - Work with the litigation team to develop and recommend appropriate strategies to meet the litigation needs of each individual case and determine specific requirements for discovery and third party evidence collection, review, analysis, production, and presentation of case materials.
 - Work closely with the litigation team to understand substantive issues of the case so that the most effective tools can be identified and used.
 - Develop and utilize specific procedures, tools, and techniques to ensure quality control is maintained throughout the litigation process, utilizing good project management practices that include using iterative and adaptive processes that allow for learning and correction.
 - Understand the cost and case benefits of tasks handling tasks in-house vs. hiring outside vendors. Assist in assessing and selecting the appropriate vendor for each task.
 - Oversee and manage vendors' work to ensure that goals, budgets, and deadlines are met.
 - Apply knowledge of the various aspects of litigation support dealing with paper and e-paper, including but not limited to, scanning, OCRing, logical unitization, objective coding, document review, load files, and production.
 - Apply knowledge of the various aspects of litigation support dealing with courtroom presentations including, but not limited to, the use of courtroom presentation software, timeline and diagramming applications, and ability to set up and operate audio/video equipment.
 - In coordination with appropriate national and local IT staff, design, set up, and administer litigation support computer systems including Evidence Review Platforms (ERPs), databases (typically Ipro's EclipSE and CaseMap), trial presentation software (typically TrialDirector), and any other applicable litigation support technology.
 - Be familiar with a variety of hardware, including desktops, laptops, printers, audio-visual devices, and other equipment that is used for litigation support technology.
 - Train end users and administrators on the use of litigation support technology including, but not limited to, tools such as EclipSE, CaseMap, TimeMap, TrialDirector, PowerPoint, DTSearch, Adobe Acrobat Professional, Excel, and all other applications that are needed on a case-by-case basis.
 - Provide feedback to the National Litigation Support Team on the results of newly implemented technology, workflow processes, and quality of work product produced by outside vendors.
 - Keep current on new developments in litigation support technology and recommend additions and modifications to current tools as necessary.
 - Other duties as assigned.

Requirements:

The candidate must be a high school graduate. Graduates of a college or technical school of recognized standing with a degree in computer science, management-information systems or other closely related degree are strongly preferred. This position requires at least three years of general experience and two of specialized experience, comprehensive knowledge of computer systems administration principles, practices, methods and techniques. Experience providing desktop support to end-users is a must. Experience in devising, implementing, and maintaining systems to support remote work and telework is favored. Prior experience in legal or government environments is desired. Some knowledge of networking, relational databases, Office 365 and Acrobat Pro is desired. Travel throughout the district is required, as well as overnight travel, irregular work hours, or working weekends or holidays when necessary. Candidate must have reliable transportation, a valid driver's license, and proof of insurance. Mileage is reimbursed with prior approval. Individual must also frequently lift and/or move up to 50 pounds.

Salary and Benefits:

This is an "Excepted Appointment" full-time position with federal benefits and salary commensurate with experience and qualifications. The Grade/Salary Range for this position is Grade 9 - Grade 12, \$63,736 - \$109,649. Among the many benefits are the Federal Employees Retirement System, the Thrift Savings Plan, paid annual and sick leave, 11 paid federal holidays, and health, life, disability, long-term care, dental, and vision insurance. Salary is payable only by Electronic Funds Transfer (direct deposit).

Conditions of Employment:

The employee will be located in the Charlotte office full-time.

Applicants must be United States citizens, or persons authorized to work in the United States. This is a high-sensitive position within the Judiciary. As a condition of employment, the selected candidate must be fingerprinted and must successfully complete a background investigation with periodic updates every five years thereafter. Employment will be provisional pending the successful outcome of the background check. *A prior criminal conviction is not necessarily disqualifying.*

Employees of the Federal Public Defender are members of the judicial branch of government; they are considered "at will" and can be terminated with or without cause.

How to Apply. Qualified persons should submit a letter of interest and résumé in **.pdf format** to:

Amanda Buckner, Personnel Administrator

WDNCAapplication@fd.org

Subject Reference: Information Technology Specialist – Charlotte

This organization provides reasonable accommodations for applicants with disabilities on a case-by-case basis. Please submit any request for accommodation to WDNCAapplication@fd.org.

Interviews will be conducted in person or virtually. This position does not qualify for relocation reimbursement. Cost of travel must be incurred by the applicant. No phone calls, please.

The Federal Public Defender is an Equal Opportunity Employer.