THE FEDERAL PUBLIC DEFENDER, Western District of Texas is accepting applications for a temporary (Year and a day) position for a WAN Administrator, 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 a Network Administrator, a person must be a high school graduate or equivalent and have at least demonstrated 5+ years of network design and architecture experience, to include LAN, WAN, and production datacenter environments supporting web-hosting components and infrastructure, including web servers, application servers, load balancers, mail and DNS servers. 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 the following areas is required:

- Installing, maintaining, configuring and troubleshooting a variety of local and wide-area network equipment, including routers, switches, load balancers and security appliances;
- Solid knowledge in routing technologies included but not limited to BGP, MPLS OSPFv2/v3, EIGRP for IPv4/IPv6 and RIPv2;
- Implementing and supporting enterprise Wi-Fi deployments and vendor managed VoIP and Video conferencing systems;
- Working with various network monitoring programs, such as Splunk, Wireshark, and SolarWinds;
- Operating, administering and maintaining experience with RADIUS, TACACS+, DMPVN and VPN technologies; and
- Understanding of Splunk especially feeding Syslog and other data into Splunk (servers, workstations and NetFlow data from applications like Palo Alto, SolarWinds, Cisco etc.).

Experience with a public defender, law offices or court functions, policies and procedures preferred. This position is classified as “highly 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. Applicants must be US citizens or be eligible to work for the federal government.

Duties. The network administrator provides consultation, day-to-day network administration, and support to the defender network with a strong customer-oriented focus in providing technology services. He or she assists in developing, monitoring, and deploying the national Federal Defender security technology programs. He or she will be responsible for the maintenance of equipment configurations, technical support for all issues related to network systems, planning and development of new infrastructures, expansion of existing services, and security to protect the network infrastructure and equipment at the data centers.
Some of the specialized duties include:

- Maintaining and resolving issues in routing, switching, vendor managed VoIP and Video conferencing, security incidents and analyzing intrusion detection data.
- Responsible for technical implementation, planning, system configurations, customization, integration with big data and statistical and analytical modeling.
- Provide expert product capabilities and input into solution design, build, defining, documenting and enforcing system standards.
- Read and analyze bandwidth logs and utilization reports and conduct appropriate analysis of threats and possible security enhancements.
- Operate and maintain all Enterprise Management functions and perform EM activities. Integrate and operate system management tools to improve the overall operation and maintenance of production systems.
- Design and implement broader data and network integration.
- Prepare, review, and evaluate documentation, specifications, test plans, and procedures.
- Serve as an escalation point between customers and vendor managed services Support operations and provide support for an enterprise on premise security solution based on Splunk, Palo Alto, Tenable, Panorama, GSX, SolarWinds, Cisco and other common network platforms.
- Support Extract, Transform, and Load operations to retrieve content from Palo Alto, Cisco and Tenable repositories as well as existing hardware, software, system boundary inventories. Maintain and present that content within Splunk and build detailed Splunk reporting for internal use cases to identify possible causes of problems.
- Generate, monitor, and track incidents through resolution while serving as a Level 3 technical support to other IT professionals.
- Some travel and lifting equipment up to 50 Pounds required.
- Other duties as assigned.

The applicant should also demonstrate an attention to details and the ability to maintain effective working relationships with those contacted in the course of work. Other duties as assigned.

**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 $74,854 to $89,011 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 20-01) and résumé to: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH-10 West, Suite 200, San Antonio, Texas 78229. (*No electronic submissions will be considered, this includes emails to the Defender.*) 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 originally announced October 10, 2019, modified and re-announced October 28, 2019; subject to the availability of funds, and is open until filled.

_The Federal Public Defender is an equal-opportunity employer._