

**Position Announcement 18-03**  
**NATIONAL OPERATING SYSTEMS ADMINISTRATOR**

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

(National Information Tech Operations and Applications Development Branch)

---

**THE FEDERAL PUBLIC DEFENDER**, Western District of Texas is accepting applications for the position of National Operating Systems Administrator to provide national administrative and help desk support for Microsoft Windows server and desktop operating systems to a community of approximately 140 systems administrators. The position is assigned to the Federal Defender's National IT Operations and Applications Development (NITOAD) branch stationed in San Antonio. 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 court appointment to individuals unable to afford counsel.

**Requirements.** To qualify for entry-level operating systems administrator, a person must be a high school graduate or equivalent and have at least three years' general experience and two 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 the following areas is preferred: 3+ years Windows Systems Administrator experience, with a track record of progressive growth within the IT field, i.e. Helpdesk, desktop support experience. Proficiency with Active Directory, DHCP, DNS in a server 2008/2012/2016 mixed environment, experience administering and configuring MS Hyper-V services, ability to solve practical problems with a variety of variables in situations with limited information, highly developed research, analytical and conceptual skills. Some SharePoint knowledge preferred. Attentive to detail and customer service; able to document problems and solutions. 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 U.S. citizens or be eligible to work for the federal government.

**Duties.** The operating systems administrator assists in developing, executing, and supporting the national federal defender Microsoft Windows infrastructure. Specialized duties include analyzing, isolating, resolving, and documenting defenders hardware and software problems; providing verbal and written assistance to defender systems staff with respect to Microsoft Windows operating systems, group policy and Active Directory; provide all maintenance (software / hardware / configuration management etc.) for servers, networked printers and Active Directory using independent judgment for resolution of problems with limited supervision. Administer and manage Active Directory and Group Policy. Maintains, analyzes, troubleshoots, and repairs PC computer systems, hardware and computer peripherals; other duties as assigned. The position requires occasional travel.

**Salary and Benefits.** Starting salary will be fixed commensurate with experience and qualifications within a range from JSP-9, Step 1, to JSP-13, Step 1, and currently yielding \$56,226 to \$85,816 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 participation in 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 18-03) and résumé to: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH10 West, Suite 200, San Antonio, Texas 78229-5821. Electronic submissions will not be accepted. 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) 472-6700. Position announced October 31, 2017, subject to the availability of funds; open until filled.

*The Federal Public Defender is an equal-opportunity employer.*