

Position Announcement 18-05
COMPUTER SYSTEMS ADMINISTRATOR
Office of the Federal Public Defender
Western District of Texas (AUSTIN)

THE FEDERAL PUBLIC DEFENDER for the Western District of Texas is accepting applications for the position of Computer Systems Administrator (CSA), to be stationed in the Austin office. The Federal Public Defender 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.

Requirements. To qualify for the CSA position, a person must have a bachelor's degree from an accredited college or university, preferably with a concentration in computer or management-information science or a related field; and have at least three years of general experience, which provided a working knowledge of automated systems; and two years of specialized experience, and comprehensive knowledge of computer systems administration principles, practices, methods and techniques. The candidate will have a demonstrated proficiency in mastering and applying new technical skills and concepts, the ability to quickly diagnose and respond to system difficulties, strong client-service orientation, and excellent communication skills. The ability to lift 50 pounds, and frequent 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. Notwithstanding any educational substitution, however, specialized knowledge and experience in the following areas is required:

- Windows Server 2012 R2/2016 and Windows 10 desktop, laptop and tablet computer support and administration experience;
- Demonstrated experience in Hyper-V virtualization administration;
- SharePoint 2013, with collaboration and business process experience;
- Group Policy administration;
- Windows Active Directory, with server administration; security and upgrade experience;

Specialized knowledge, skill and experience in the following areas is preferred:

- SQL 2012 administration and maintenance;
- Symantec EndPoint Protection;
- Litigation support software, such as Trial Director, Casemap and Summation;
- Microsoft Office 2016 Suite
- IBM Lotus Notes

Duties. The CSA assists the Supervisory Computer Systems Administrator (SCSA) in administering the day-to-day operation and support of all IT-based systems over a WAN. The CSA assists the SCSA in installing and testing new and updated software; performs preventive maintenance, and analyzes and corrects system failures. The CSA trains users and provides support to users, including one-on-one support to resolve user hardware, software, or other system problems. The CSA assists attorneys and support staff with preparation for trials using applications such as graphics programs, presentation graphics, and other litigation-support tools. With the SCSA, the CSA will anticipate and plan for new technological needs. Other responsibilities include maintaining backup routines, disaster recovery, inventory, and virus detection. The CSA will also perform other duties, as assigned.

Salary and Benefits. The salary for the person selected will be commensurate with that person's experience and qualifications, within a range of \$57,014 (JSP-9, Step 1) to \$88,265 (JSP-13, Step 1). 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 employment benefits, including health and life insurance, retirement, and participation in the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Persons may apply by forwarding a letter of interest (mentioning announcement number 18-05), and résumé: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 727 E. César E. Chávez Boulevard, Suite B-207, San Antonio, Texas 78206-1278. No electronically submitted applications will be considered. 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. More than one position may be filled from this announcement. Position announced February 6, 2018; subject to the availability of funds, and is open until filled.

The Federal Public Defender is an equal-opportunity employer.