POSITION ANNOUNCEMENT
ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR

The Federal Public Defender for the Middle District of Pennsylvania is accepting applications for an Assistant Computer Systems Administrator (ACSA) to be in our Harrisburg, PA branch office. Our office provides high-quality representation to people charged with federal crimes who cannot afford to hire an attorney. The Federal Public Defender for the Middle District of Pennsylvania is an Equal Opportunity Employer.

Job Description: The ACSA receives technical guidance and direction from the Computer Systems Administrator (CSA) and helps with all parts of the administration of an integrated Windows network. Responsibilities include but are not limited to:

- Must be knowledgeable of computer hardware and software.
- Windows Operating Systems, Office 365, and Adobe Acrobat.
- Provide technical support and training for end-users on desktops, laptops, and mobile devices.
- Adhere to all local and regional IT operational standards and procedures.
- Develop and maintain local technical and user documentation for all assigned systems.
- Responsible for PC imaging procedures, inventory, resources, and asset management in the office.
- Disaster recovery, vulnerability detection and remediation.
- Ability to focus on multiple demands, meet established deadlines, and fulfill commitments.
- Research and recommend hardware and software.
- Help with maintaining the network and workstations, including security and critical patches and firmware updates.
- Help with and organize office projects that require IT assistance, and responsible for move, add and change requests for the office.

Qualifications: This position requires excellent communication skills and the ability to work in a team environment with frequent disruptions. The ACSA must be professional and approachable. Minimum qualifications for this position require a high school diploma, or the equivalent, and at least four (4) years of specialized experience with PCs. Knowledge of Windows 10/11, Active Directory, Microsoft Office, Adobe Acrobat DC, and general computer knowledge is a required. Experience with Trend Micro Apex One and technical writing skills are highly desirable. The ideal candidate for this job is motivated to learn new

skills and willing to be of service to all those in need of help. All education, experience, training, and certifications will be verified. The individual must have a valid driver's license and be capable of moving equipment weighing up to 50 pounds. Applicants must be allowed to work in the United States. Travel to other branch offices (Scranton and Williamsport) will be required as needed.

Salary and Benefits: Salary will be commensurate with experience and qualifications. The salary range for this position is from JSP-5, Step 1 ($59,966 yearly) up to JSP-12, Step 10 ($113,047 yearly). This position offers federal 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).

The selected candidate will be subject to verification and employment depends on a successful background verification. All claimed experience, certifications, training, and references will be verified. All positions are at-will and subject to the availability of funds.

How to Apply: The Position is open until filled with a priority application deadline of May 26, 2024. Apply by emailing a letter of interest, resume, and three references in a single PDF document to marc_dufresne@fd.org.