

**Position Announcement 24-17**  
**NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT**  
**MICROSOFT 365 ADMINISTRATOR**  
Office of the Federal Public Defender  
Western District of Texas (San Antonio)

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**THE FEDERAL PUBLIC DEFENDER**, Western District of Texas is accepting applications for the position of Microsoft 365 Administrator, National Information Technology Operations and Applications Development (NITOAD), 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 the Microsoft 365 Administrator position, a person must be a high school graduate or equivalent, along with at least three years general experience and four 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. Regardless of educational substitution, candidates must have specialized experience in two or more of the following areas:

- 3 + years of experience in Microsoft Entra (formerly Azure) and Microsoft 365 services, including Exchange Online, Security and Compliance, Power Platform, Identity, and Microsoft Teams.
- Advanced background in managing Microsoft Entra Connect Sync in a hybrid environment.
- Experience working with Microsoft Windows Server OS (2016, 2019, 2022).
- Knowledge of Entra Identity and Microsoft 365 application and infrastructure architecture.
- Proficient in managing Azure network infrastructure, including Azure network routing policies, conditional access, and hybrid network topologies.
- Ability to design, implement, and support Microsoft 365 Government (GCC) environments.
- Experience using PowerShell to manage, configure, and troubleshoot Windows servers and Microsoft 365 environments.
- Skilled in leading projects and providing architectural input for system designs.

The ability to lift 50 pounds and occasional travel, including overnight travel, is required. Experience with a public defender, law office, or court functions policies and procedures are preferred. The selected candidate must complete a ten-year background investigation with periodic updates every five years thereafter. Employment will be considered provisional pending the initial ten-year background investigation. Continued employment will depend upon favorable determinations from the background investigation. Applicants must be US citizens or be authorized to be employed by the federal government.

**Duties.** The Microsoft 365 Administrator's role involves executing and optimizing a cloud ecosystem that aligns with the organization's goals to ensure the security, reliability, and scalability of NITOAD's hybrid-cloud environment. The Microsoft 365 Administrator performs tasks such as the following:

- Designs and implements cloud solutions on Microsoft 365 that meet Judiciary requirements and adhere to both industry best practices and cybersecurity requirements.
- Administers and troubleshoots Microsoft Entra (formerly Azure Active Directory).
- Creates a comprehensive security plan to implement leveraging services such as Windows Defender, Data Loss Prevention, and Advanced Threat Protection.
- Modernizes on-premises applications, leveraging Microsoft 365 services.
- Integrates third-party applications in conjunction with vendor support.
- Provides Tier-3 support assisting IT staff around the nation with in-depth technical support and troubleshooting advanced problems.
- Communicates technical issues, to both a nontechnical and technical audience, with excellent customer service skills.
- Develops and maintains project documentation such as: infrastructure diagrams, installation documentation, upgrade assessments, and knowledge-based articles.
- Leads Microsoft 365 related projects independently or through collaboration with team members.
- Supports Microsoft 365 products such as Office 365 Apps and Services, OneDrive, and Microsoft Teams.
- Monitors Microsoft 365 and Azure services and prepares reports on usage and system health.
- Serves as a Microsoft Windows escalation resource and mentors team members.
- Demonstrates attention to detail and maintains effective working relationships with those contacted during course of work.

**Salary and Benefits.** The starting salary will be commensurate with the experience and qualifications of the applicant within a range of \$88,205 (JSP-12, Step 1) to \$104,887 (JSP-13, Step 1) per annum. The salary of the successful applicant will be commensurate with the person's qualifications and experience. 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 health and life insurance programs, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer(direct deposit).

**How to Apply.** Qualified persons may apply by sending a letter of interest addressed to Federal Public Defender Maureen Scott Franco (mentioning announcement number 24-17), a résumé, and three professional references. Experience should be described in detail. Send all required documents in a single PDF document named with applicant's "last name, first name- Announcement 24-17 MS 365 Administrator" by email to [NITOAD\\_Admin@fd.org](mailto:NITOAD_Admin@fd.org). Electronic submissions sent directly to the Defender will not 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) 981-2081. Position announced August 21, 2024, subject to the availability of funds; open until filled.

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