



OFFICE OF THE FEDERAL PUBLIC DEFENDER DISTRICT OF CONNECTICUT

COMPUTER SYSTEMS ADMINISTRATOR 2025- 01

Hartford, Connecticut

Application deadline: **Opened Until Filled**

ABOUT US

The Federal Public Defender for the District of Connecticut is a law office that provides legal representation to persons charged with committing federal crimes who cannot afford to hire a private attorney. We represent the accused from arrest through trial and appeal, including the U.S. Supreme Court.

We are attorneys, paralegals, investigators, mitigation specialists, office administrators, and information technology specialists. Our team fosters interdisciplinary skill sets that ensure compassionate and comprehensive representation. We work together to uphold every person's right to be presumed innocent, to have a fair trial, to mitigation, and to have a fair sentence, if convicted. Our defense is vigorous, both at trial and on appeal. We advocate for humane sentences through client-centered representation, which honors an individual's lived experience.

THE OPPORTUNITY

We seek a Computer Systems Administrator (CSA) to join our office in April 2025/immediately. The position will support the day-to-day Information Technology (IT) operations of the Hartford and New Haven offices.

The CSA supports an integrated Windows network over a Wide Area Network, systems security, hardware maintenance, and operations support for employing Windows desktops, Windows servers, Microsoft Office, and NAS Systems Storage. Network security responsibilities include developing and documenting procedures for user and visitor access, provisioning of switches routers, and firewalls, backup routines, disaster recovery, inventory control, and virus and spyware protection. The CSA maintains and develops technical and user documentation for all assigned systems and applications, coordinates all IT support services, and ensures the integrity and safety of office data. The CSA makes recommendations on the procurement of office automation equipment, arranges schedules for delivery and installation of equipment associated with data communications facilities, and assists in the development and execution of IT-based system implementation plans, such as software analysis, design, development, prototype testing, training of staff, and the development and implementation of operating procedures.

The CSA must provide expert technical support to all staff and have excellent customer service skills. The CSA must be able to work independently, propose solutions, and must be up-to-date on emerging technologies and the potential effectiveness of these advancements in our office's current system. The CSA may perform other duties as assigned, provide litigation support, supervise special projects and staff, and oversee any contract technical staff, to ensure responsive and helpful technology support is provided to the office staff. The CSA must also frequently lift and/or move up to 50 lbs.

QUALIFICATIONS

Candidates must have a high level of discretion, hold confidential information received in strict confidence, and exercise a desire and capacity to work collaboratively in a team environment. Must possess strong planning and organizational skills, have excellent oral and written communication and interpersonal skills, and can collaborate with different positions in the office. Must have the ability to recognize and analyze problems and recommend practical solutions, the desire to work with and on behalf of people from diverse backgrounds, and a strong commitment to providing holistic representational support to indigent persons in proceedings under federal criminal law.

To qualify, the applicant should have specialized knowledge in the following areas:

- Windows 11 desktop and laptop computer support and administration experience.
- Microsoft Office O365 suite installation, configuration, and support.
- Providing exceptional support to users for requests related to software and hardware.
- Installing and troubleshooting automation hardware, software, and basic network administration.
- Maintaining Windows Active Directory user accounts.
- Backup software experience, such as Backup Exec and Syncovery, to include monitoring, administration, and recovery.
- Enterprise anti-virus software support and maintenance.
- Drupal and website administration.
- Splunk monitoring and reporting experience.
- Windows Server 2016/2019/2022 management with experience in Hyper-V virtualization administration (preferred).
- Synology Network Attached Storage management and deployment experience.
- ManageEngine Desktop Central experience with a focus on patch and software deployment administration (preferred).
- Litigation support software, such as Trial Director, CaseMap, and Summation (preferred).

The position requires that the applicant possess a valid driver's license, and insurance, and own/operate a personal vehicle for business purposes as occasional travel is required. (Mileage is reimbursable).

All applicants must be available to work on nights, weekends, and before or after business hours, as needed.

Employment is subject to a satisfactory background investigation including, but not limited to an FBI fingerprint and name check.

EXPERIENCE/ EDUCATION

The ideal candidate will have a BA or BS degree from an accredited college or university in computers, information management or a related field. Ideal candidates will have a minimum of four years of specialized experience managing Windows Active Directory/AAD, including managing user access to resources via Group Policy, resource segmentation and NTFS. All applicants must also have a minimum of 4 years of working in a complex network installing and managing Switches and Firewalls and a strong understanding of DHCP, DNS, switching, and basic routing. Candidates must have experience with NAS appliances. Must have experience with backups, backup replication, and offsite backup/file

replication. Must have excellent troubleshooting and communication skills (written and verbal) and, experience with Microsoft 365 Suite, Adobe Acrobat DC, Enterprise AntiVirus systems, Synology DSM.

SALARY AND BENEFIT DETAILS

The salary of the successful applicant will be commensurate with the person's qualifications and experience. The starting salary for this position falls within a range under the Judicial Salary Plan from Grade 9 at \$ \$68,952 to Grade 13 at \$154,579. The position offers federal employment benefits, including paid vacation, paid sick time, paid holidays, health insurance, life insurance, retirement plan, and participation in the Thrift Savings Plan (401k). Teleworking is available, consistent with office policy, court obligations, and position duties.

HOW TO APPLY

To apply for this position, email a single PDF containing a letter of interest, resume, and three references, to CTX_hiring@fd.org. Please include the job announcement number in the subject line.

The Federal Public Defender for the District of Connecticut is an equal opportunity employer.