

**FEDERAL PUBLIC DEFENDER
MIDDLE DISTRICT OF TENNESSEE
VACANCY ANNOUNCEMENT**



Position: Assistant Computer Systems Administrator

Location: Nashville, Tennessee

Position Number: 2020-02

Closing Date: Open until filed with preference given to applicants who apply by July 24, 2020

The Office of the Federal Public Defender for the Middle District of Tennessee is accepting applications for an Assistant Computer Systems Administrator (ACSA). 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 to individuals unable to afford counsel.

JOB SUMMARY:

Administer all aspects of the office network including all devices for a staff of approximately 50 people. Ensure the integrity and safety of office data is a network security responsibility which currently includes system and data backup, firewall administration, general disaster recovery, and antivirus software management (SEP). Network documentation must be kept current and should include detailed diagrams of the network topology and all significant devices such as routers, switches, VLANs, servers, storage and backup systems, and WiFi access points.

JOB DUTIES:

Provide technical support and training for end-users on all devices including Windows desktops, laptops, iPhones, Android phones, iPads etc. Take part in periodic maintenance and changes to desktops, laptops, servers, storage, and printers. Support and maintain printers and scanners. Help end users with video conference equipment setup and connections. Must be able to support MS Office 2013/16/19 and O365, Adobe Acrobat IX/DC, and a variety of other desktop applications. Desktop and laptop imaging and deployment. Enterprise anti-virus and anti-malware support and maintenance (Symantec Endpoint

Management and MalwareBytes.) Back-up and recovery monitoring and maintenance. Asset and inventory tracking, auditing, and control. MDM management for laptops and phones. The Assistant Computer Systems Administrator (ACSA) provides assistance to the Computer Systems Administrator (CSA) and receives technical guidance from the CSA.

Participate in maintenance of all networked hardware and software. Maintains user accounts from creation through deletion in an Active Directory environment. Active Directory and Group Policy administration. Assist with enterprise level firewall configuration, maintenance, and monitoring. Participate in NAS/SAN configuration and maintenance. Participate in planning, coordinating, and completing IT infrastructure projects. Assists with maintenance, monitoring and configuration of all networking devices, including layer 3 switches, WAN connections, VPN, and WiFi. Centralized hardware/firmware and patch management. Centralized software deployment. Scripting to better automate systems.

Participate in resource assessment and development. Disaster recovery planning. Configure and maintain NTFS permissions on SMB shares. Develop and maintain local technical and user documentation for all assigned systems. Develop, document, and maintain standard operation procedures for installed automation systems. Develop and maintain network documentation to include detailed diagrams of the network topology and all significant devices such as routers, switches, VLANs, servers. Conduct audits and evaluations of automated systems and existing software applications to determine use, performance, response times, adequacy, quality, and available capacities. May participate in the financial and procurement process of the office as related to I.T. matters.

SPECIAL WORKING CONDITIONS:

Some work outside normal working hours and on weekends is required for operations and maintenance. Travel for trainings or conferences is required. Individual must also occasionally lift and/or move up to 50 pounds.

QUALIFICATIONS:

The qualified candidate must be a high school graduate or the equivalent. This person must have the requisite experience of least three years of general experience, which provided a working knowledge of automated systems, two years of specialized experience, and comprehensive knowledge of computer systems administration principles, practices, methods and techniques as well as experience as a systems administrator performing progressively responsible systems administrator duties. Specialized knowledge and experience are required in the following areas:

- Ability and desire to work well with a wide variety of end users with differing needs and experience;
- Microsoft, CompTIA, Cisco, etc. certifications preferred;
- Ability to troubleshoot and resolve complex problems in networks, computer hardware and computer operating systems in a friendly and efficient manner;
- Strong organization skills, ability to work independently, multi-task effectively and to participate cooperatively as part of a criminal defense team as required;
- Direct experience with Network and Systems Administration within a Windows Server environment preferred;
- Experience with law-office IT and litigation-support tools such as Trial Director, Summation, Magnet AXIOM, Eclipse, and Case Map are desirable; and

- Ability to troubleshoot and resolve complex problems in networks, computer hardware and computer operating systems.

SELECTION CRITERIA:

The selected applicant must have excellent oral and written communication skills; a general understanding of office confidentiality issues, such as attorney/client privilege; and the ability to exercise good judgment in a mature and diplomatic manner. Must work independently and have excellent customer service skills. Strong organization skills, ability to work independently, multi-task effectively and to participate cooperatively as part of a criminal defense team as required.

CONDITIONS OF EMPLOYMENT:

The selected candidate will be subject to a comprehensive background check or investigation, including an F.B.I. name and fingerprint check, and subsequent favorable suitability determination for employment. Employees of the Federal Public Defender Office are in the excepted service, are considered “at-will” employees, and are not covered by the Civil Service Reform Act. Employment will be provisional and contingent upon the satisfactory completion of the required investigation.

SALARY AND COMPENSATION:

This position requires high-level responsibility, independence, teamwork, and accountability. For more information on benefits, see <http://www.uscourts.gov/careers/benefits>. Starting salary commensurate with experience and ranges from the equivalent of JSP 9 to JSP 12 (\$52,905 - \$99,741). Salary is payable only by direct deposit.

TO APPLY:

If you truly enjoy technology, embrace challenges, and want to be part of a dedicated, resourceful, and committed criminal defense team, please e-mail a letter of interest, resume, and three references in one combined pdf document with the subject line ACSA to Federal Public Defender Henry Martin at HR_TNM@FD.ORG. Please no telephone inquiries.

Open until filled with preference given to resumes received by July 24, 2020. Only candidates in consideration for this position will be contacted.

The Federal Public Defender Office for the Middle District of Tennessee is an Equal Opportunity Employer. All applicants, regardless of race, ethnicity, national origin, gender identity, sexual orientation, religion, disability, or age, are encouraged to apply.