

ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR #22-007

The Office of the Federal Defender for the Eastern District of California (FDO) seeks applications for a mid-level Assistant Computer Systems Administrator (ACSA) for its Sacramento Office. Our Assistant Computer Systems Administrators (ACSA) are primarily responsible for all aspects of user support services to the Federal Public Defender and staff in representing indigent persons charged with criminal offenses in the United States District Court and the United States Court of Appeals for the Ninth Circuit. Our Office is committed to cultivating a culture of acceptance and connectedness honoring the diverse backgrounds of the people we represent.

POSITION OVERVIEW

We are looking for an individual who loves IT and wants to become a part of our very busy and motivated IT team. This position is very hands-on, allowing the candidate to use their current IT skills while learning myriad new skills and technology. If you love technology, enjoy working with end-user staff, and want to grow in the IT field, come and join us!

Our ACSAs receive technical guidance from our Supervisory Computer Systems Administrator and Computer Support Administrator (IT Managers) who assist all aspects of systems administration and end-user support in an integrated Windows Server environment and network (LAN/WAN).

This position's duties require the ability to walk, sit, stand, talk, hear, touch, feel, reach, and frequently lift and/or move up to 50+ lbs. Must have a valid driver's license. Partial telework is available but we require mostly on-site work.

QUALIFICATIONS

To qualify for our Assistant Computer Systems Administrator (ACSA) position, a candidate must possess 5 years of hands-on experience in general Information Technology, helpdesk and end-user support, and/or a minimum of 2 years of specialized hands-on experience with a college or university degree in Computer Information Systems / Management Information Systems or equivalent certifications.

The ACSA position heavily emphasizes helpdesk and end-user support related tasks, maintaining desktop and laptop environments including imaging, mobile device support and management, VoIP phone support, AD User administration, and printer management.

Experience and/or understanding of the following is needed:

- Microsoft Windows 10
- Microsoft Office 2016 and Office 365 including Outlook and Teams
- VPN software and Windows Remote Desktop
- Windows Server 2019/2022
- Active Directory administration
 - Managing User & Computer Accounts
 - Working with Group Policy
 - Working with Print Management Services
- Computer mobile device, and network security
- PC Imaging (KACE, MEDC, etc.)
- Firewalls – Basic understanding
- Back-up applications
- Virtualization concepts and software (VMWare, Hyper-V)
- TCP/IP, VLAN, Subnetting, Switches – basic understanding
- WiFi, WAN, LAN topology
- RAID levels
- ManageEngine Desktop Central or similar
- VoIP Phone support
- Various Dell hardware – PCs, laptops, servers
- Apple products – iPhones and iPads
- Technical documentation

We require some occasional travel our other two FDO offices (Fresno and Yosemite) as well as traveling to our annual CSA conference. Since we are the Federal Public Defender, preference may be given to applicants with legal office experience depending on your other IT experience. You must have excellent communication, organizational and documentation skills; the ability to prioritize tasks and work as a team member; and be willing to learn and ask questions.

BENEFITS

The Office of the Federal Defender operates under authority of the Criminal Justice Act, 18 U.S.C. § 3006A, to provide legal representation in federal criminal cases and related matters in the federal courts. This is a full-time permanent position; federal government benefits apply, including retirement, health, life and long-term insurances, thrift savings program and flexible spending accounts. Starting salary based on qualifications and experience currently yielding from JSP 9/1 (\$59,954) to JSP 12/1 (\$86,945). Direct deposit of pay required. Employees of the Federal Defender are considered "at-will" employees and are not covered by the Civil Service Reform Act. Must be a U.S. citizen or a

permanent resident in the process of applying for citizenship. Selected candidate will be subject to a background check as condition of employment.

To apply, please submit as a single Adobe pdf file: a cover letter, résumé, three references and a completed *Application for Judicial Branch Employment* form (AO78), [http:// www.cae-fpd.org/AO_78.pdf](http://www.cae-fpd.org/AO_78.pdf) , to the following email: cae_hr@fd.org

Position announced on August 29, 2022, and is open until filled, with priority given to applications received by September 12, 2022.

The Office of the Federal Defender is an equal opportunity employer. We encourage all qualified applicants - without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law - to apply. This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

Applicants will need to be up-to-date on their COVID vaccinations (per the Centers for Disease Control's definition of "up to date," <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/stay-up-to-date.html>) by their start date, with proof provided by their start date.