

Office of the Federal Public Defender
Eastern District of North Carolina
150 Fayetteville Street, Suite 450
Raleigh, North Carolina 27601

July 5, 2023

Position Announcement
Help Desk Support

The Office of the Federal Public Defender for the Eastern District of North Carolina is accepting applications for a Help Desk support technician. The FPD operates under authority of the Criminal Justice Act, U.S.C. § 3006A to provide defense services in federal criminal cases and related matters in the federal courts on behalf of indigent clients.

The Help Desk technician will be primarily focus on end-user support services, including but not limited to software and hardware issues and configuring new laptops and desktops. Installation, testing and troubleshooting, maintenance and repairs of system and equipment. Other areas of responsibility include: monitoring, tracing and analyzing all system and processing failures; assisting with maintaining workstations, including security and critical patches and firmware updates; and assisting with maintaining storage area networks (SAN), backup infrastructure, and application server infrastructure. Travel to offices in Elizabeth City, Wilmington, New Bern, and Greenville is also required.

Successful applicants will have, at a minimum, a high school diploma or equivalent; three years general experience which provided a working knowledge of automated systems; two years of specialized experience with comprehensive knowledge of computer systems administration principles, practices, methods and techniques, skill and judgment in the analysis of systems problems; experience in the administration of Windows Server 2019 and Windows 10 & Windows 11 desktop operating systems and similar operating systems; the ability to prioritize multiple tasks and follow detailed instructions; the ability to communicate effectively orally and in writing to a variety of level of end users; the ability to create and maintain system and user documentation as necessary; proficiency in using and supporting Apple products and video editing software; word processing software and similar office tools (Excel, PowerPoint, Access); and proficiency in using Adobe Professional and supporting html programming and/or similar web design software.

This is a full-time position with federal salary and benefits based on qualifications and experience. Employees are considered at-will, and are not covered by the Civil Service Reform Act. Electronic funds transfer of net pay is required. This position carries certain federal government employment benefits, including health and life insurance, retirement, and the Thrift Savings Plan. Employment is provisional pending the successful completion of a required background check. Applicants must be United States citizens or eligible to work in the United States.

The individual must also frequently lift and/or move up to 50 pounds.

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Qualified persons may apply by forwarding a letter of interest, and resume to:

Office of the Federal Public Defender
Attention Gloria Gould
150 Fayetteville Street
Suite 450
Raleigh, NC 27601

or by email at Gloria_Gould@fd.org

Applications must be received by July 20, 2023. No telephone inquiries please. EOE