

Office of the
Federal Public Defender

Districts of Colorado and Wyoming

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POSITION ANNOUNCEMENT
COMPUTER SYSTEMS ADMINISTRATOR – CHEYENNE WYOMING

The Office of the Federal Public Defender for the Districts of Colorado and Wyoming is embarking on an exciting new journey. Effective August 25, 2025, the Wyoming Branch Office will separate from the Colorado office and become the first Office of the Federal Public Defender for the District of Wyoming. The new office seeks a full-time Computer Systems Administrator to manage its day-to-day IT operations. The person hired for this position will receive training in the duties of this position in the months that precede the new office opening.

Federal Public Defender Offices operate under authority of the Criminal Justice Act (18 U.S.C. § 3006A) to represent individuals who are prosecuted in our federal courts and unable to afford counsel. We are committed to serving the distinct needs of these individuals with a diverse group of dedicated professionals who collaborate with, listen to, and advocate on behalf of one another. We welcome and value individuals of any race, color, religion, ethnicity, national origin, sexual orientation, gender, gender identity or expression, disability, age, veteran status, and other status protected by law. Click [here](#) for more information about our offices.

Job Description. The Computer Systems Administrator (CSA) has line responsibility for providing technical and end-user support for all IT-based systems, and for performing or coordinating all automation support services necessary for the successful operation of IT-based systems. Primary responsibilities include Local Area Network (LAN) and IT management support, administrative support, and litigation support.

Local Area Network (LAN) and IT Management Support

- Performs hardware maintenance (i.e. building and deconstructing servers), installs and configures networks and drivers, completes firmware updates, and troubleshoots IT concerns.
- Restores and reconstructs damaged databases.
- Maintains back-up infrastructure and disaster recovery solutions to include environmental monitoring, including using enterprise tools to manage, monitor, and secure local server environments.
- Performs desktop hardware installation and support.
- Assists in procurement of office automation equipment and conducts site surveys to prepare for installation of computer equipment, computer networks, and associated data communications facilities.
- Manages and maintains third-party applications in conjunction with vendor support.
- Acts as point of contact for technical issues and serves as an escalation point for problems requiring national IT support.
- Responds promptly and professionally to user support needs, inquiries, and requests, including
 - tracking incidents of service desk tickets;
 - organizing / leading office projects that require IT assistance;
 - assisting with meetings, training sessions, and audio-visual setups; and
 - providing IT orientation to new employees and provisioning equipment for onsite or remote workers.

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Administrative Support

- Develops and maintains project documentation, such as infrastructure diagrams, installation documentation, upgrade assessments, and knowledge base articles.
- Assists in the development and execution of IT-based system implementation plans (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database security and operating procedures) in support of automation operations.
- Installs, configures, and administers unified endpoint security and asset management software.
- Implements new technologies and works to improve existing technology operations.
- Trains and communicates technical guidance and issues, to both a nontechnical and technical audience.
- Develops procedures for equipment inventory, disposal, and support renewals, in compliance with Judiciary standards and policies.

Litigation Support

- Oversees the use of technological litigation support tools for the collection, review, analysis, production, and presentation of case materials.

Requirements. To qualify for the CSA position, a person must be a high school graduate or the equivalent and have at least three years of general experience, which provides a working knowledge of automated systems; and three years of specialized experience with a comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. Candidates must be highly motivated, be detail-oriented, and possess strong organizational skills. Candidates must also have demonstrated proficiency in mastering and applying new technical skills and concepts, the ability to quickly diagnose and respond to system difficulties, strong client-service orientation, and excellent communication skills. Notwithstanding any educational substitution, candidates must have experience with the following:

- Microsoft Windows Servers (2016, 2019, 2022, Hyper-V), including traditional machines, virtual machines, and physical server-class hardware.
- Microsoft Windows 10/11 desktop, laptop, and tablet administration, including remote and in-person support.
- SAN/NAS storage and backup appliances.
- Mobile device management and support.
- Active Directory user, computer, and group management.
- LAN switch and firewall configuration and administration.

Specialized knowledge, skill, and experience in the following areas are preferred:

- Microsoft 365 products, such as Office Apps and Services, OneDrive, and Microsoft Teams.
- Hyper-V virtualization administration, including installation, configuration, replication, and troubleshooting.
- Coordinating with users, at all technical levels, to manage workflow and ensure that information captured using certain technologies is properly communicated to the team and effectively used.

The ability to lift 50 pounds and occasional travel, including overnight travel, is required. Occasional after-hours support in response to user support, outages, or local building maintenance is required.

Applicants must be United States citizens or eligible to work in the United States. Employment is subject to a satisfactory background investigation, including an FBI name and fingerprint check and an IRS tax check.

Salary and Benefits: This is an “Excepted Appointment,” full-time position with federal benefits and salary commensurate with experience and qualifications within the general rate ranges of JSP Grade 11 (\$73,939 - \$96,116), JSP Grade 12 (\$88,621 - \$115,213), or JSP Grade 13 (\$105,383 - \$137,000). Among the many benefits are the Federal Employees Retirement System, the Thrift Savings Plan (401k), paid annual and sick leave, 11 paid federal holidays, and health, life, disability, long-term care, dental, and vision insurance.

How to Apply: Qualified individuals should submit a letter of interest and resume to Veronica Knights, Personnel Administrator, at employment@cofpd.org. The subject reference should be Computer Systems Administrator – Cheyenne. **No phone calls, please.**

Position posted on January 10, 2025 - Open until filled.

The Federal Public Defender is an equal-opportunity employer.