

Office of the Federal Public Defender

Eastern District of North Carolina
150 Fayetteville Street, Suite 450
Raleigh, North Carolina 27601

April 4, 2023

Position Announcement

ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR – LITIGATION SUPPORT

THE FEDERAL PUBLIC DEFENDER for the Eastern District of North Carolina is accepting applications for an Assistant Computer Systems Administrator – Litigation Support, to be stationed in Raleigh, North Carolina. 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 by appointment from the court to individuals unable to afford counsel.

Responsibilities: The ACSA-Litigation support will be primarily responsible for routine user support services, including but not limited to installation and support for specialized software; training for Court Room Technology; resolving hardware, software, discovery management and discovery related issues including e-discovery and discovery management strategies, direct support on complex, multi-defendant cases with discovery in varied formats ranging from native, database ready with load files, multimedia, and proprietary formats to loose, unstructured, scanned paper PDF files. The ACSA-Litigation support will also be responsible for managing audio/video discovery files. Travel to offices in Elizabeth City, Wilmington, New Bern, and Greenville is required.

The Assistant CSA-Litigation Support also performs tasks such as:

- Assisting in planning and implementing Federal Defender Office (FDO) training programs in the areas of automated systems, and use of application software related to Litigation Support.
- Developing schedules and conducting formal classroom and informal training sessions. Determining content of and preparing instructional materials; preparing training and reference manuals. Providing follow-up and confirmation instructions, special assistance, and consultation to users as necessary.
- Working closely with the CSA and the Defender in defining and carrying out automation training plans and procedures for Litigation Support and Discovery Management.
- Assisting in installation and testing of new and updated software releases, including locally developed modifications and enhancements, and giving users instruction on new releases, as required.
- Answering user questions and assisting users experiencing difficulties with the use of Litigation software and hardware and resolving these issues.
- Working with federal defender staff and outside vendors in using industry standard e-discovery review databases (both cloud-based and stand-alone).
- Providing technical troubleshooting assistance to FDO staff on litigation support software, including coordinating with tech support from software companies as needed.
- Keeping current with changes in technology and digital evidence that impact federal criminal cases.
- Under the direction of the CSA and NLSA, coordinating with outside technology vendors for necessary e-discovery services.
- Responding in timely manner to requests for assistance and keeping parties informed regarding the status of the work until completion.

- Assisting CSA in the development of applicable procedures and standards pertaining to computer users.
- Assisting staff attorneys, investigators, and paralegals with matters for trial preparation using PC-based automation applications such as trial presentation software, databases, audio/video software and tools for audio/video graphics, spreadsheets, text editing, and presentation graphics.
- Periodically auditing installed software to ensure compliance with commercial licensing requirements.
- Assisting CSA and ACSA as needed for office technologies and providing PC support.
- Performing all other duties as assigned.

Applicants must possess a valid driver's license, insurance, and own/operate a personal vehicle for business purposes (mileage is reimbursable). Significant travel is required, including night and weekend work. Applicants must provide proof of U.S. citizenship or other employment eligibility. Appointment and retention is subject to a satisfactory background investigation including, but not limited to, an FBI fingerprint and name check. Employment also requires a person be fully vaccinated for COVID-19 and provide proof of such prior to entrance on duty.

Organizational Relationships: The Assistant Computer Systems Administrator – Litigation Support reports to the Computer Systems Administrator (CSA) and receives technical guidance from the CSA.

Qualifications: Successful applicants will have, at a minimum, a high school diploma or equivalent; four years general work experience providing a working knowledge of general legal office experience; four years of specialized experience with comprehensive knowledge of e-discovery practices, methods and techniques, skill and judgement in the analysis of e-discovery systems. The individual must have a general understanding of office confidentiality issues, such as attorney/client privilege, provide support with audio and video files, file conversions, and troubleshoot files and software. The individual must be able to perform each essential job duty satisfactorily.

Physical Demands and Work Environment: The physical demands described are representative of those required for an individual to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the individual is regularly required to sit, speak, and hear. The individual is frequently required to use hands to touch, handle, and/or feel. The individual is frequently required to stand, walk, and reach with hands and arms. The individual must occasionally lift and/or move up to 50 pounds.

Salary and Benefits: This is a full-time position with federal salary and benefits based on qualifications and experience. This position is excepted service and does not carry the tenure rights of the competitive Civil Service. Benefits include health and life insurance, retirement, the Thrift Savings Plan, and the Employee Assistance Program. All employees are subject to mandatory electronic funds transfer (direct deposit) of net pay.

Collaborative, Supportive Environment: We welcome applications from those who may be new to federal litigation. This position will receive extensive support, both from office-wide team meetings and collaborative work culture, including our National Litigation Support team, group meetings with other staff members, and direct one-on-one supervision with the CSA.

Ongoing Education: Training in ACSA – Litigation Support, cultural competence, anti-racism and trauma-informed care are critical to the mission of the office. In this position, the ACSA-Litigation Support will have access to national training opportunities.

Application Process: To apply, please mail the following.

- A cover letter explaining your interest in the position and your qualifications.
- A resume; and
- A minimum of three references.

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

This position will remain open until the position is filled. No telephone or email inquiries please. EOE