

## **POSITION ANNOUNCEMENT COMPUTER SYSTEMS ADMINISTRATOR**

The Federal Public Defender for the Northern District of California is accepting applications for the position of Computer Systems Administrator (“CSA”).

### **SALARY AND BENEFITS:**

This is a full-time position. Salary is based on the Judicial Salary Plan and is commensurate with experience.

**This position will be subject to a locality pay adjustment for the Northern California Bay Area (San Jose / San Francisco / Oakland).**

The position is subject to mandatory electronic fund transfer (direct deposit) for payment of salary. The position offers federal government employment benefits.

### **BACKGROUND:**

The Defender’s office provides defense services in federal criminal cases and related matters. More information about the Office of the Federal Public Defender may be found at [www.ndcalfpd.org](http://www.ndcalfpd.org).

The CSA will be primarily based in the San Francisco office of the Federal Defender, but will also provide support in the Oakland and San Jose branch offices.

**JOB DESCRIPTION:** The CSA supervises and works with the Assistant Computer Systems Administrator (“ACSA”) in administering the day-to-day operations of the Office, and support of an integrated Windows network over a Wide Area Network. The CSA installs and updates software; performs preventive maintenance, and analyzes and corrects system failures. The CSA will be jointly responsible for computer systems and network administration, systems security, hardware maintenance and operations support for Windows desktops, laptops and tablets, for Outlook and Lotus Notes, Symantec Endpoint Protection, and virtualization platforms. Network security responsibilities include developing procedures for user access, maintaining backup routines, disaster recovery, inventory control and virus detection, spyware protection, and other cybersecurity measures.

The position will assist in maintaining all network and desktop hardware and peripheral equipment (such as scanners and copiers), digital equipment (such as tablets) and digital phone and voicemail systems in all office locations.

This responsibilities for this position includes a significant helpdesk component. It is an expectation for this position that the CSA will provide friendly and patient technical support to the attorneys, legal support staff, and administrative staff of the Office. The CSA will also supervise the ACSA, to ensure that responsive and helpful technology support is available. The

CSA will assist in training and providing support to users, including one-on-one support. Among other helpdesk responsibilities, the CSA will respond to routine systems questions and will resolve user hardware, software, and other system problems.

The CSA will work closely with the Defender, to develop strategic plans for technology, to anticipate and respond to changing technological needs, and to budget for and procure technology for the Office.

The CSA will also perform other duties, as assigned. Frequent travel between the three offices of the Northern District (San Francisco, Oakland, and San Jose) is required.

Duties associated with this position require the individual to be able to walk, sit, stand, talk, hear, touch, feel, reach, and frequently to lift and/or move up to 50 pounds. The CSA must have a valid driver's license and available personal vehicle; mileage is reimbursed with prior approval.

**REQUIREMENTS AND QUALIFICATIONS:** To qualify for the CSA position, a person must be a high school graduate or equivalent and have at least three years of general experience, which provided a working knowledge of automated systems, and two years of specialized experience, and comprehensive knowledge of computer systems administration principles, practices, methods and techniques.

Some higher education from an accredited college or university, preferably with a concentration in computer or management-information science or a related field, may be substituted for some of the required experience. Notwithstanding any educational substitution, however, specialized knowledge and experience in the following areas is required:

- Microsoft (MS) Windows Server, desktop, laptop, and tablet computer support experience;
- Demonstrated experience with Active Directory and server administration.

Specialized knowledge, skill and experience in *some or all* of the following areas is preferred. Experience in any of these systems or software should be expressly noted in a list of "Systems / Software" experience contained within your application, as described further below:

- MS SharePoint 2013, with collaboration and business process experience;
- MS Internet Information Services (IIS), with administration and support of web-based applications;
- MS Windows PowerShell, with experience automating common administrative tasks;
- Microsoft Office Suite 2016, with special emphasis on Word and Excel;
- Litigation support software, such as Trial Director, Casemap and Summation;
- Forensic software, such as Forensic Tool Kit (FTK);
- Deployment of Apple iOS devices and applications, such as iPads or iPhones;

- Web design and web programming experience;
- MS SQL Database, with design, maintenance, and development experience, or similar databases (such as Microsoft Access or Filemaker);
- IBM SPSS statistical software.

All application information is subject to verification, and claimed experience, certifications, training and references will be verified.

Applicants invited to interview will be asked to complete a brief skills test.

Employment is subject to a satisfactory background investigation, including, but not limited to, an FBI fingerprint and name check. Applicants invited to interview will be asked to complete a Judicial Branch Employment form (AO78).

## **THE APPLICATION PROCESS**

Applications will *only* be accepted online, and must be submitted at:

<https://www.123formbuilder.com/form-3319666/CSA-ND-Cal-2018>

In addition to the initial information requested at this application site, please prepare and upload a .pdf application packet. This packet should include in a single .pdf file:

- A plain face sheet, containing only your last name, first name, and employer or employment status. This should be centered on the page and in size 40 font;
- A brief cover letter;
- Your resume;
- A separate “Systems / Software” list of specific systems and software in which the applicant has significant experience. The degree of experience with the system or software should be described, and any certifications or licenses noted. Emphasis on systems and software described in this application encouraged;
- Three references (references will not be contacted until applicant is advised).

The completed and uploaded .pdf file should be named, “Last name, first name” (e.g., “Doe, Jane.pdf”) and uploaded to the site above.

Applications will not be accepted by mail, email, or fax. ***Accurate compliance with these instructions is a factor expressly considered in the evaluation of the application.***

Applicants will only be contacted if selected for an interview. The position will remain open until filled by the Federal Public Defender.

**The Federal Public Defender is an Equal-Opportunity Employer**