

FEDERAL PUBLIC DEFENDER

NORTHERN DISTRICT OF CALIFORNIA

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Federal Public Defender

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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”).

The Defender’s office provides defense services in federal criminal cases and related matters. The Federal Public Defender operates under the authority of the federal Criminal Justice Act, to provide federal criminal defense services by court appointment to individuals unable to afford counsel. More information about the Office of the Federal Public Defender may be found at 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.

OFFICE MISSION STATEMENT

We are committed to cultivating a culture of acceptance and connectedness that honors the diverse backgrounds of the people we represent.

We employ attorneys, paralegals, defense investigators, information technology specialists, and legal assistants. We work together to uphold every person’s right to be presumed innocent and to a fair sentence if convicted. We provide a vigorous defense at trial and, if the defendant is convicted, on appeal. We advocate for humane sentences by developing mitigation evidence and presenting judges with fully developed views of our clients as people, not criminals.

We subscribe to a client-centered approach to legal representation. We listen to our clients, pay close attention to their individual needs, and work closely with paralegals, investigators, and others to address a client’s circumstances. We use that knowledge together with our legal experience, skill, and judgment to fight for our clients and obtain the best result possible.

JOB DESCRIPTION:

The head of the Defender’s IT Department is the Supervisory CSA (SCSA). The position to be filed with this notice is, “Computer Systems Administrator,” or “CSA.” In addition to administering the computer and system networks, the CSA will assist the SCSA on network / cyber security issues, on the creation and maintenance of virtualization programs, and with the deployment and maintenance of Windows desktops, laptops, and tablets. Under the direction of the SCSA, and working with the Assistant CSA, and contract staff, the CSA will provide user support, maintain an Exchange / Outlook email network, and will create and maintain backup protocols, disaster recovery plans, and inventory control systems.

The CSA will work with the Assistant CSA to maintain 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. The CSA will perform diagnoses of software and system failures including hardware, software, PC's, and wireless networking. The CSA will schedule

and perform regular maintenance on servers and network equipment while ensuring systems are in optimal condition and planning for future needs.

The responsibilities for this position include a tier 2 helpdesk component, providing technical support to customers on operational or maintenance aspects of system equipment. 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. Among other helpdesk responsibilities, the CSA will respond to routine systems questions and will resolve user hardware, software, and other system problems when the ACSA is either on leave or unable. Determining the most effective repair or resolution to minimize customer downtime throughout the agency.

As noted above, this position also includes supervision responsibilities. The CSA will directly supervise the Assistant CSA, paralegals involved in technical projects, and any contract technical staff, to ensure responsive and helpful technology support is provided to the office staff.

The CSA will work closely with the Supervisory CSA (SCSA) and the Federal 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. Communicates highly technical information to both technical and nontechnical personnel and may participate in the development of information technology and infrastructure projects.

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. Mileage for travel between the offices is reimbursed with prior approval.

Duties associated with this position require the individual to be able to walk, sit, stand, talk, hear, touch, feel, reach, and frequently lift and/or move up to 50 pounds. The CSA must have a valid driver's license and an available personal vehicle. The opportunity for partial telework is available but the position will require periodic, on-site work at the district offices.

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 Windows Server 2016, 2019, & 2022 Standard and Core
- Microsoft Office and O365 including: Word, Outlook, Excel, Teams, Forms, SharePoint, OneDrive, PowerAutomate, Visio, Planner, Project, Bookings, SharePoint Online, Forms.
- Application support for Zoom, Chrome, Photos, and Adobe Creative Cloud,
- Litigation support software, such as Trial Director, CaseMap, and Summation

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 Windows PowerShell, with experience automating common administrative tasks;
- Microsoft Hyper-V Setup and Administration
- Microsoft Office Suite 2019, with special emphasis on Word and Excel;
- Microsoft Server Experience 2012 R2 through 2019 (Core & Full) Including the following feature administration tools: ADDS, ADUC, Group Policy, DNS, DHCP, DFS, NPS, Storage Spaces, Print Management, File & Storage Services
- Network Administration: Static Routing, Subnetting, IPv4, NAT, DHCP, VLANs, LACP, VPNs, 802.1x, Radius, STP, Wireless, Network Troubleshooting Tools.
- OS Deployment Automation using WDS and MDT: Task Sequence, Application Deployment, Driver Deployment, PXE Boot.
- Windows OS Administration: Bitlocker, Registry Editing, Patch management, NTFS Permissions, Security Groups, Device Manager, Event Viewer, Disk Management, Command Line, Task Manager, Search Indexer.
- Server Technologies: iDrac, IPMI, RAID, UPS, PowerChute, HBA, TPM, SNMP, RMM, Ethernet & Fiber Cabling, Veeam Backup, AV EndPoint Protection, Advanced Firewall features, IPS/IDS

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 entitled to a locality pay adjustment for the Northern California Bay Area (San Jose / San Francisco / Oakland).** The position offers federal government employment benefits.

All application information is subject to verification, and claimed experience, certifications, training and references will be verified. Applicants invited to interview may 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). Employment will be provisional and contingent upon the satisfactory completion of the required background investigation.

Interviewing Non-Citizens and Making Offers of Future Employment: Non-citizens may be interviewed and considered for employment, but employment offers will only be made to individuals who qualify under one of the exceptions in 8 U.S.C. § 1324b(a)(3)(B). In most cases, this means that an offer of employment cannot be made unless the candidate is a U.S. Citizen, or a lawful permanent resident who is seeking U.S. citizenship as described here: <http://www.uscourts.gov/careers/search-judiciary-jobs/citizenship-requirements-employment-judiciary> .

THE APPLICATION PROCESS:

Applications will *only* be accepted online, and must be submitted by March 4th , 2024 (remains opened until filled) at:

<https://form.123formbuilder.com/6621136/csa-sf-2024>

In addition to the biographical 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.
- A brief cover letter;
- Your resume with three references (references will not be contacted until applicant is advised);
- A separate “Systems / Software” list of specific systems and software expertise and 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 Notice is encouraged;

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

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

Interviews will be held March 6- March 13, 2024.

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