

**FEDERAL COMMUNITY DEFENDER OFFICE  
FOR THE EASTERN DISTRICT OF PENNSYLVANIA**

FEDERAL COURT DIVISION - DEFENDER ASSOCIATION OF PHILADELPHIA

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FIRST ASSISTANT FEDERAL DEFENDER

**JOB ANNOUNCEMENT**

**ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR**

**(One Position)**

**Posting Code 600300-20**

The Federal Community Defender Office for the Eastern District of Pennsylvania (the FCDO) has an opening for an Assistant Computer Systems Administrator (ACSA).

The office represents indigent defendants in federal cases from inception through appeal and conducts post-conviction litigation for indigent individuals challenging state and federal convictions and sentences. The FCDO also has an active capital case practice and represents death-sentenced prisoners in all stages of federal habeas corpus proceedings. Our office is located in Philadelphia's vibrant Center City district, in newly renovated office space in the historic Curtis building in Philadelphia, close to the federal courthouse and across from Independence Mall, the Liberty Bell and Washington Square Park.

The ACSA is a member of an information technology team that provides high level day-to-day support to ensure the proper functioning of the office's IT-based systems, including but not limited to network, data processing, telecommunications, and office automation. The ACSA provides technical and end-user support and performs all automation support services necessary for the efficient operation of office systems. The ACSA consults with and supports staff regarding the effective use of the personal computer and all office applications, including litigation software for case preparation and presentation. The ACSA also: assists in developing and implementing technology plans for all areas of operation, including legal services, security, quality control, procurement, productivity, and cost effectiveness; assists with the procurement of IT equipment and software; develops and maintains local technical and user documentation; and makes presentations on automation to office staff members.

The ACSA is expected to provide litigation support to legal staff, which requires working closely with trial lawyers and litigation teams to understand substantive issues of the case, so that the most effective litigation support tools, applications, and new technologies can be identified and used for the courtroom, for legal research, and for document storage and retrieval. The

ACSA is also expected to provide desktop support for Windows 10 64-bit operating systems, Microsoft Office 2010 and 2016, Pulse Secure VPN, Symantec Endpoint Protections (SEP) Version 14.X, and DameWare Remote Support 12.0, and to provide high caliber network support in an enterprise environment, regarding, for example, servers, switches, routers, Ethernet cabling, and TCP/IP diagnostics. In addition, the ACSA is expected to assist in deploying and maintaining mobile devices such as iPhones and iPads, and to import, convert, edit, and produce audio/video from various sources, including audio cassette, VHS, DVD, MJPEG, DIVX, XVID, and .MOV format from Apple.

Candidates should possess a minimum four years (4) experience in the following areas:

- Working with Active Directory to change, add, or delete users.
- Managing service accounts, groups, Windows deployment services, DHCP and DNS.
- Backing up domain controllers (system state/AD information).
- Working in a data center environment that includes racking servers; managing wires; and reviewing hardware/lights for errors.
- Supporting attorneys, paralegals, and investigators in a medium to large (60+ user) environment.
- Working with PowerPoint and Trial Director.
- Performing administrative tasks such as managing IT procurement, tracking assets & mobile devices.
- Providing support for applications such as LexisNexis, Case Map, and dtSearch.
- Performing patch management tasks via ManageEngine Desktop Central.
- Providing desktop support for PC's, Laptops, Microsoft Surface Pro's and mobile devices.
- Supporting Windows Hyper-V and VMWare VSphere virtualization technologies.
- Supporting Windows Virtual Desktop Infrastructure.
- Handling network switches, including ability to TELNET into a switch, conduct basic trouble shooting, and accomplish packet captures using Wire Shark or other software.
- Handling inventory and data warehousing.

Candidates should also have knowledge of:

- Network storage including basic and advanced configuration of HPE MSA storage units and shelves, and provisional storage in a Windows Hyper-V cluster environment using iSCSI.
- Data backup and operation restoration utilizing BackupExec 15.x, 16.x and 20.x software.
- IP Telephony, CISCO CUCM, and CUC.

Applicants with a Bachelor's or advanced degree from an accredited college or university with concentration in computer or management information are preferred. Attention to detail, superior organizational skills, and the ability to work independently or as part of a team with a strong work ethic are required. Candidates must have the interest and ability to learn new skills. Education above the high school level in an accredited institution may be substituted for a

portion of the applicants' general and/or specialized experience. The individual must frequently lift and/or move up to 50 pounds.

Interested applicants should submit a cover letter and resume to Vonna Campbell, Director of Human Resources, via email at [EmploymentPAE@fd.org](mailto:EmploymentPAE@fd.org) or by regular mail to 601 Walnut Street, Suite 540 West, Philadelphia, Pennsylvania 19106. The application process will include testing of technical skills. Candidates will be interviewed on an ongoing basis until the position is filled.

Salary will be based on years of experience consistent with federal guidelines and regulations. Kindly note that the filling of this position will be subject to the funding restrictions and approval of the Administrative Office of the United States Courts.

The Federal Community Defender Office is an Equal Opportunity Employer. All interested and qualified applicants are encouraged to apply.