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WESTERN DISTRICT OF PENNSYLVANIA



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IT SUPPORT SPECIALIST ANNOUNCEMENT

Position: IT Support Specialist

Location: Pittsburgh, PA

Application Deadline: February 13, 2026 (or until filled)

Posted: January 29, 2026

Office Website: [https://paw.fd.org/](http://paw.fd.org/)

Salary Range: \$63,815 - \$120,309

The Federal Public Defender for the Western District of Pennsylvania is accepting applications for the position of **IT Support Specialist** in our downtown Pittsburgh office.

In addition to general IT support, this role provides litigation technology assistance, including organizing, maintaining, and supporting access to electronic case materials. The IT Support Specialist may assist with trial preparation, case-related technology needs, and the use of litigation support tools to ensure attorneys have reliable access to critical information when needed.

This role requires the ability to prioritize requests, respond quickly to time-sensitive needs, and communicate technical concepts clearly to non-technical users. The IT Support Specialist plays a key role in supporting both daily operations and litigation-related activities. The position requires professionalism, sound judgment, and the ability to handle sensitive and confidential information.

About Us:

The Federal Public Defender for the Western District of Pennsylvania provides legal representation to persons financially unable to retain counsel in federal criminal and related proceedings. We handle federal trials, direct appeals to the U.S. Court of Appeals for the Third Circuit, petitions for writ of certiorari to the U.S. Supreme Court, habeas corpus petitions, and related proceedings on behalf of our clients. Representation includes counsel and investigative, expert and other services, as necessary to meet the demands of the case and the needs of the client.

Our office includes the Federal Public Defender and attorneys known as Assistant Federal Public Defenders. In addition to our attorneys, we have a group of talented administrative staff, paralegals, investigators, social workers, and information technology experts. The Federal Public Defender main office is in Pittsburgh, with branch offices in Erie and Johnstown.

About Pittsburgh:

Pittsburgh is a vibrant, livable city known for its rich history, thriving arts and cultural scene, and strong sense of community. Once an industrial powerhouse, the city has successfully transformed into a national hub for healthcare, education, technology, and innovation, anchored by world-class institutions and a growing startup ecosystem. Pittsburgh is home to top-ranked universities, nationally recognized hospitals, and a diverse workforce that values collaboration and creativity.

Beyond the city, Western Pennsylvania features a wide range of communities—from walkable urban neighborhoods to small towns and suburban areas—providing flexible living options for professionals and families alike. The region is known for its affordable housing, short commutes, and lower cost of living compared to many major metropolitan areas. With access to rivers, state parks, trails, and outdoor recreation, residents can enjoy four distinct seasons and an active lifestyle. Combined with a welcoming culture, strong local pride, and close proximity to other major East Coast and Midwest cities, Western Pennsylvania is an ideal place to build a rewarding career and a fulfilling life.

Duties and Responsibilities of the IT Support Specialist:

- Work with legal staff to set up and manage eDiscovery databases and case management programs/databases
- Create reports for legal staff using forensic software tools such as Cellebrite, FTK, and Axiom and provide related technical assistance
- Collaborate with legal staff/teams to provide case related litigation and IT support
- Provide end-user technology support services and training to office staff
- Install, test, maintain, and support network and desktop hardware & software
- Train users on hardware, software, and various office technology systems
- Troubleshoot, maintain, and repair IT hardware and software
- Answer routine computer related questions and resolve user hardware and software issues
- Provide technology support for litigation activities, including managing and maintaining electronic case files and discovery materials
- Assist attorneys and legal staff with electronic discovery platforms and document review tools
- Support the organization, processing, and production of electronic discovery materials in accordance with legal requirements
- Assist with trial preparation by ensuring reliable access to electronic case materials and litigation support tools
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Attributes of the Ideal Candidate:

We are seeking a self-directed, mission-driven professional who:

- Is comfortable working both independently and collaboratively in a law office environment.
- Thinks strategically and proactively, especially when resources are limited.
- Brings cultural humility, strong interpersonal skills, and sound professional judgment.
- Believes deeply in the work of public defense.

Qualifications:

To qualify for the position of IT Support Specialist, a person must be a high school graduate or equivalent and have a combination of five years professional working experience and/or education, with at least two years of specialized experience in Information Technology.

Applicants should possess comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. The candidate must 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.

Preference will be given to candidates with specialized knowledge and experience in any or all the following areas:

- Windows 11 desktop and laptop computer support and administration experience
- Microsoft Office 365 suite installation, configuration, and user support
- Proven experience providing exceptional support to users for requests related to software and hardware
- Experience installing and troubleshooting automation hardware, software, and basic network administration
- Experience with litigation and/or IT support in a legal environment
- Experience with Adobe Acrobat to create, edit, and repair simple and complex PDF documents
- Case management software support experience
- General IT desktop support experience
- Computer forensics experience (e.g., Cellebrite, Axiom)

Benefits:

This position is full-time with a comprehensive benefits package that includes:

- Generous Health/Vision/Dental/Life Insurance Coverage
- Dependent and Long-term Care Insurance Programs
- Flexible Spending Accounts
- Commuter Benefit Program, including Mass Transit and Parking Reimbursement Accounts
- Earned paid time off, including paid sick leave
- 11 Paid Federal Holidays
- Up to 12 weeks of Paid Parental Leave
- Mandatory participation in the Federal Employees Retirement System
- Optional participation in the Thrift Savings Plan retirement account with up to 5% agency matching contributions
- Eligibility for Public Service Loan Forgiveness (PSLF)
- Employee Assistance Program (confidential counseling and assistance)
- Credit for prior federal service

Accessibility:

We are committed to an inclusive and accessible application process. If you need an accommodation due to a disability during any stage of the application or interview process, please contact Joe Pisciotta at Joseph_Pisciotta@FD.org. If hired, we are dedicated to providing reasonable accommodations to support your success and ensure equal access to opportunities in the workplace.

Commitment to Diversity, Equity, & Inclusion:

Our office values diversity, is committed to equity and inclusion, and aspires to create a culture of mutual respect, collaboration, openness, and humility that honors the people we represent. We believe representation is better when members of the defense team have diverse backgrounds and experiences. We seek an individual who shares this belief and commitment. We embrace the unique contributions our employees can bring to the Federal Public Defender because of their backgrounds, social identities, and lived experiences. We are interested in applicants' talent, intelligence, dedication, persistence, and desire to see that all people are treated fairly and respectfully. The Federal Public Defender seeks applications from a diverse group of qualified individuals in terms of race, ethnicity, nation of origin, culture, sex, gender identity and expression, sexual identity, education, opinions, age, languages spoken, veteran status, disability, religion, and socioeconomic circumstance. We especially encourage applications from members of the BIPOC community, people affected by

the criminal legal system, and people from other underrepresented and historically marginalized groups.

Application Process:

Interested applicants are invited to apply by submitting a single pdf document that includes a cover letter and resume via email to the attention of: Elisa A. Long, Federal Public Defender, paw_employment@fd.org, Subject: 2026-01

One or more positions may be filled from this posting. Hiring for this position is dependent on the availability of funds. This office is an equal opportunity employer.