

FEDERAL PUBLIC DEFENDER

District of Arizona

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POSITION ANNOUNCEMENT – 26 - 44

Assistant Computer Systems Administrator - IT Desktop Support Analyst

Office of the Federal Public Defender
District of Arizona – Phoenix

THE FEDERAL PUBLIC DEFENDER for the District of Arizona is accepting applications for the position of full-time Assistant Computer Systems Administrator (ACSA) - IT Desktop Support Analyst to be stationed in Phoenix, Arizona. More than one position may be filled from this announcement. The Federal Public Defender operates under authority of Title 18, United States Code, Section 3006A(g)(2)(A), to provide federal criminal defense services by court appointment to individuals unable to afford counsel. The Federal Public Defender, District of Arizona has offices in Phoenix, Tucson, Yuma, and Flagstaff.

Overview

We are seeking a skilled and customer-focused ACSA - IT Desktop Support Analyst to provide technical support and maintenance for desktop systems, laptops, mobile devices, and enterprise applications in a Microsoft Windows environment. The ideal candidate will have strong troubleshooting skills, advanced knowledge and experience supporting end users, and the ability to manage multiple priorities in a professional office setting.

Responsibilities

- Provide onsite, in person and remote desktop and end-user support for Windows 11 systems
- Configure, deploy, maintain, and troubleshoot desktop and laptop hardware/software
- Support Microsoft 365, VPN connectivity, antivirus software, and remote support tools
- Manage Active Directory user accounts and permissions
- Create and deploy Windows desktop images
- Maintain IT inventory and asset tracking records
- Support Android, iPhone, and iPad devices
- Develop and maintain technical documentation
- Provide timely and professional customer service to staff and users
- Travel between office locations as needed, including occasional overnight travel

Minimum Qualifications

- High school diploma or equivalent
- Minimum three (3) years of general IT support experience
- Minimum two (2) years of desktop support or systems support experience
- Experience with:
 - Windows 11 environment
 - Microsoft 365 applications
 - Windows Server/Active Directory environment
 - VPN and endpoint management tools
- Ability to lift up to 50 pounds

Preferred Qualifications

- Experience with desktop imaging and deployment
- Experience supporting mobile device management platforms
- Advanced knowledge of Microsoft 365 applications
- Experience with audio/video editing and production tools
- Excellent communication, troubleshooting, and organizational skills
- A working knowledge of Windows Servers, Active Directory, VM backups and experience with network switches is a plus

This position works under the direction of the Supervisory Computer Systems Administrator and assists with supporting and maintaining the organization's Microsoft Windows network infrastructure in a wide area network (WAN) environment.

Employment is subject to a satisfactory background investigation. All experience, certifications, training, and references will be checked. U.S. Citizenship is required.

Salary and Benefits. The starting salary for the ACSA - IT Desktop Support Analyst position will be set to commensurate with the experience and qualifications of the applicant starting at Grade 11, Step 1 yielding \$78,117, through Grade 12, Step 10 yielding \$121,720. These positions are in the excepted service and do not carry the tenure rights of the competitive Civil Service. The positions include regular Government employee benefits including health and life insurance, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit). Offer of employment is subject to the availability of funds.

How to Apply. Qualified persons should apply via the online application system at <https://azfd.acquiretm.com/home.aspx>. To be considered for the position, applicants need to register at the above web address and create an online profile, or login if you already have a profile. Please follow the prompts to upload a letter of interest, résumé, and three professional references. Position announced 09/16/2026; Closes; Open until filled.

The Federal Public Defender is an equal-opportunity employer. All applicants, regardless of race, ethnicity, national origin, gender identity, sexual orientation, religion, disability, or age, are encouraged to apply.