



POSITION ANNOUNCEMENT 26-42
NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT
IT OPERATIONS MANAGER
Office of the Federal Public Defender
Western District of Texas

Position: IT Operations Manager
Location: San Antonio, Texas
Salary: \$108,001 - \$127,624

Position Type: Full-Time
Opening Date: June 30, 2026
Closing Date: Until Filled

The Federal Public Defender for the Western District of Texas is accepting applications for the position of IT Operations Manager, to be stationed in the San Antonio office.

POSITION DUTIES

The IT Operations Manager provides strategic and operational leadership for NITOAD's technology services, infrastructure, cloud platforms, and end-user support functions. The duties of an IT Operations Manager include:

- Lead and supervise technology teams responsible for infrastructure, applications, cloud services, and end-user support.
- Oversee the planning, execution, and delivery of technology projects ensuring successful project outcomes.
- Manage datacenter infrastructure including hybrid cloud environments, Microsoft 365 services, Windows virtualization technologies, and endpoint management platforms.
- Oversee Identity and Access management (IAM), zero trust, and vulnerability management activities.
- Develop Statements of Work (SOWs), Requests for Quotes (RFQs), and technical requirements.
- Manage vendor relationships, software licensing, renewals, and service contracts.
- Evaluate emerging technologies and make strategic recommendations with focus on technology modernization.
- Serve as an escalation point for customer service and operational issues ensuring resolution.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent.
- 3 years of general experience with automated systems (relevant accredited coursework may substitute for part).
- 5 years of specialized, progressively supervisory experience (education may substitute for part).
- Comprehensive knowledge of computer systems administration principles, practices, methods, and techniques.
- Fosters accountability, innovation, customer service, and continuous improvement.
- Strong interpersonal, written, and verbal communication skills.
- Ability to oversee projects of varying scope and make sound operational and crisis decisions.
- Employment contingent on a satisfactory background check (FBI name & fingerprints).

BENEFITS

- Retirement benefits under the Federal Employees Retirement System.
- Optional participation in Federal Employees Health Benefits (FEHB).
- Optional participation in Federal Employees Dental and Vision Insurance Program (FEDVIP).
- Optional participation in Federal Employees' Group Life Insurance (FGLI).
- Position is excepted service, without competitive civil service tenure.

HOW TO APPLY

- Cover letter and resume.
- Three professional references with their contact information.
- [Form AO-78](#) – All sections of the AO-78 must be completed in full, with dates in the following format: mm/dd/yyyy.
- Apply at [Openings at Federal Public Defender, Western District of Texas](#) or <https://federal-public-defender-western-district-of-texas.breezy.hr/>. Attach your cover letter, resume, references and the AO-78 in one pdf. Incomplete applications will not be considered.

To request a reasonable accommodation for any part of the application or interview process, contact personnel administrator Christopher Schmidt at (210) 981-2081.

The Federal Public Defender is an equal-opportunity employer.