

**FEDERAL DEFENDERS
MIDDLE DISTRICT OF ALABAMA
FEDERAL DEFENDER PROGRAM, INC.**

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CECILIA VACA
Executive Director

POSITION ANNOUNCEMENT
Computer System Administrator

The Middle District of Alabama Federal Defender Program, Inc., in Montgomery, Alabama, is accepting applications for a full-time IT support/ACSA. We are looking for creative and innovative candidates that want to use their IT skills to advance our mission of offering the highest quality legal representation to our clients. We are looking for a team member who is not just reactive, but collaborative, and ready to offer and suggest new ways that IT can meet our shared objectives.

Job Description. The Assistant Computer Systems Administrator (ACSA) has first-line responsibility for providing technical and end-user support for all IT-based systems, and for performing or coordinating all automation support services necessary for the successful operation of IT-based systems. Primary responsibilities include Local Area Network (LAN) and IT management support, administrative support, and litigation support, described in more detail below.

Local Area Network (LAN) and IT Management Support

- Performs hardware maintenance (i.e. deploying and deconstructing PCs and servers), installs and configures networks and drivers, completes software and firmware updates, and troubleshoots IT concerns.
- Manage SQL server, including restores and reconstructs damaged SQL databases.
- Maintains data backup infrastructure and disaster recovery solutions to include environmental monitoring, including using enterprise tools to manage, monitor, and secure local server environments.
- Maintain disaster recovery plan, with yearly verifications.
- Performs desktop hardware installation and support.
- Assists in procurement of office automation equipment and conducts site surveys to prepare for installation of computer equipment, computer networks, and associated data communications facilities.
- Manages and maintains third-party applications in conjunction with vendor support.
- Acts as point of contact for technical issues and serves as an escalation point for problems requiring national IT support.
- Respond promptly and professionally to user support needs, inquiries, and requests, including
 - organizing / leading office projects that require IT assistance.
 - assisting with meetings, training sessions, and audio-visual setups; and
 - providing IT orientation to new employees and provisioning equipment for onsite or remote workers.

Administrative Support

- Develops and maintains project documentation, such as infrastructure diagrams, installation documentation, upgrade assessments, and knowledge base articles.
- Assists in the development and execution of IT-based system implementation plans (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database security and operating procedures) in support of automation operations.
- Installs, configures, and administers unified endpoint security and asset management software.
- Implements new technologies and work to improve existing technology operations.
- Trains and communicates technical guidance and issues, to both a nontechnical and technical audience.
- Develops procedures for equipment inventory, disposal, and support renewals, in compliance with Judiciary standards and policies. Maintain lifecycle management processes.

Litigation Support

- Oversee and provides technological litigation support tools for the collection, review, analysis, production, and presentation of case materials.
- Understanding computer forensics, and its supporting processes.

Requirements. To qualify for the ACSA position, a person must be a high school graduate or the equivalent and have at least four years of general experience, which provides a working knowledge of automated systems; and two years of specialized experience and comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. Candidates must be highly motivated, be detail-oriented, and possess strong organizational skills. Candidates must also 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. Notwithstanding any educational substitution, candidates must have experience with the following:

- Microsoft Windows Servers (2019, 2022, 2025), including traditional machines, virtual machines, and physical server-class hardware.
- Microsoft Windows 11 desktop, laptop, and tablet administration, including remote and in-person support.
- SAN/NAS storage and backup appliances. Experience with Immutable backups preferred.
- Managing cellular device management via mobile device management services.
- Managing endpoint device management via Unified Endpoint Management (UEM)
- Active Directory user, computer, and group management, Group policy management, DNS and DHCP support.
- Layer 2 LAN switch configuration and administration.

Specialized knowledge, skill, and experience in the following areas are preferred:

- Microsoft 365 products, such as Office Apps and Services, OneDrive, and Microsoft Teams.
- Hyper-V and VMware virtualization administration, including installation, configuration, replication, and troubleshooting.
- Coordinating with users, at all technical levels, to manage workflow and ensure that information captured using certain technologies is properly communicated to the team and effectively used.
- Experience in SIEMs (Security Information and Event Management).
- Experience in vulnerability management, security auditing, compliance monitoring, security posture management.
Security certifications are preferred. (Security+. CySA, CASP, etcetera)
- Hardening IT equipment and services using NIST (National Institute of Standards and Technology)

This program is an Equal Opportunity Employer and provides equal opportunity for all qualified people who desire to use their skills and abilities in our workplace on behalf of our clients, regardless of gender, sexual orientation, race, national origin, age, religion or disability. This program is committed to a diverse staff.