



**FEDERAL PUBLIC DEFENDER
WESTERN DISTRICT OF NORTH CAROLINA**
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Position Announcement

Tier 2 Technical Support Specialist — Charlotte, North Carolina

Posted: January 30, 2026

Priority consideration: Applications received by February 20, 2026 (open until filled)

Who We Are

Our mission is important: We are committed to excellence and the quest for justice of the indigent accused, focusing on our clients' needs with innovation and passion, and through dynamic advocacy.

Our office is located in Charlotte, a growing, livable city with vibrant arts and food scenes, professional sports, extensive greenways, and easy access to both the mountains and the coast.

About the Position

We are seeking a warm, service-oriented Tier 2 IT Technical Support Specialist to join our Charlotte office. This is an in-person role that will begin by providing Tier 1 and Tier 2 help desk support along with inventory management and documentation tasks, and will grow into broader technical and project responsibilities over time. You will report to the Chief Technology Officer (CTO) and play a key role in keeping our systems secure, reliable, and user-friendly while supporting staff who represent some of the most vulnerable people in our community.

What You'll Do

- Provide friendly, timely Tier 1 and Tier 2 help desk support and escalate issues as appropriate.
- Manage inventory and maintain accurate records of hardware, software licenses, and assets.
- Create and update documentation and user guides to help staff use technology effectively.
- Assist the CTO with planning, maintaining, and documenting office systems and networks (Active Directory, DHCP, DNS, Hyper V, DFS R).

- Support office wide litigation technology needs, auditing and control, and other duties as assigned.

What We're Looking For

- Commitment to indigent defense and ethical work.
- High school diploma or equivalent.
- At least three years of IT experience providing working knowledge of automated systems, plus two additional years of specialized experience.
- Comprehensive knowledge of computer systems administration principles, practices, methods, and techniques.
- Technical experience:
 - Windows 10/11 desktop and laptop support and administration
 - Microsoft Office 365 installation, configuration, and support
 - Creating and maintaining Windows Active Directory user/computer accounts and security groups
 - User support for software and hardware; installing and troubleshooting automation hardware and software; basic network administration
 - Preparing and implementing end user training and training materials
 - Inventory and asset tracking, and maintaining clear technical documentation
- Strong interpersonal and communication skills; excellent people skills and a client service orientation are essential.
- Professional demeanor for regular in person interaction with staff and visitors.
- Attention to detail, ability to learn new technical skills quickly, and strong troubleshooting ability.
- Must possess a valid driver's license and be able to lift up to 50 pounds.
- Travel throughout the district, including overnight, and occasional irregular hours (weekends or holidays) are required.

Salary & Benefits

This is a full-time federal position with salary based on experience. The current salary band for this position ranges from **\$63,098 to \$118,957** (JSP-9 to JSP-12). Benefits include retirement (FERS & Thrift Savings Plan); paid leave; health, dental, vision, life,

and disability insurance; and paid federal holidays. Salary is payable only by electronic funds transfer (direct deposit). This position does not qualify for relocation reimbursement.

Work Environment and Background Investigation Requirements

The position is based in our Charlotte office with the possibility of some telework. This is a high-sensitive position with employment conditioned on fingerprinting and a successful background investigation, with updates every five years. Prior convictions are not automatically disqualifying. Employees are part of the judicial branch and are at-will.

How to Apply

Please submit a **letter of interest and résumé (PDF)** to WDNCAApplication@fd.org with the subject line: **Information Technology Specialist – Charlotte**

We value diversity and believe it strengthens our advocacy. We encourage applications from candidates of all backgrounds and identities and are committed to an inclusive and equitable workplace. Accommodation requests may be submitted to Amanda Buckner at wndcapplication@fd.org or 704-374-0720.

More than one position may be filled from this posting. Only those selected for an interview will be contacted. Position subject to the availability of funds.

The Federal Public Defender is an Equal Opportunity Employer.