

POSITION ANNOUNCEMENT 26-26
ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR

Office of the Federal Public Defender
Western District of Texas

THE FEDERAL PUBLIC DEFENDER for the Western District of Texas is accepting applications for the position of Assistant Computer Systems Administrator (ACSA), to be stationed in San Antonio. The Federal Public Defender operates under authority of the Criminal Justice Act, 18 U.S.C. 3006A, to provide defense services in federal criminal cases and related matters by appointment from the court to individuals unable to afford counsel.

Requirements. To qualify for the position of ACSA, a person must be a high school graduate or the equivalent and have at least three years of general experience, which provided a working knowledge of automated systems, and two years of specialized experience, and comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. A bachelor's degree is preferred. The candidate must be highly proactive, self-motivated, and detail-oriented, with strong organizational abilities. They should demonstrate proficiency in learning and applying new technical skills and concepts, as well as the ability to quickly diagnose and resolve system issues. A strong client-service orientation and excellent communication skills are essential.

Required Qualifications:

- Windows 11 desktop and laptop computer support and administration.
- Proficiency with Microsoft Office 365 installation, troubleshooting, and user support.
- Experience installing and troubleshooting hardware and software.
- Working knowledge of Active Directory for user account creation, maintenance, and access management.
- Possesses foundational network administration skills.
- Possesses a strong, general understanding of IT infrastructures.
- Demonstrated ability to deliver exceptional end-user support for both software and hardware issues.
- Proven ability to exercise sound judgment and effective time-management skills.

Preferred Qualifications:

- Familiarity with litigation support software, such as Trial Director, CaseMap, Adobe, and dtSearch, including setup, maintenance, and user support.
- Understanding file types subject to eDiscovery (e.g., e-mail, PDF, MS office, .zip, .pst)
- Previous experience working in a law office and understanding court functions, processes, and operations.

Employment is subject to a satisfactory background investigation, including, but not limited to an FBI name and fingerprint check.

Duties. The ACSA provides both specialized and routine technical support to end users, including training and assistance with hardware, software, and data-communications systems. The role provides technical support to multiple offices within the Western District of Texas. Working under the direction of the Supervisory Computer Systems Administrator (SCSA), the ACSA performs other duties, as assigned. The ACSA position requires the ability to lift 50 pounds, have a valid driver's license, and involves frequent travel, including overnight trips.

Primary Responsibilities:

- Deliver tier 1 user support services, including troubleshooting and resolving issues with hardware, software, peripherals, and connectivity.
- Participate in planning, imaging, configuring, and deploying Windows workstations.
- Support the testing, installation, and maintenance of firmware, software, and system patches.
- Develop, document, and maintain standard operating procedures.
- Maintain accurate inventory tracking, including auditing and lifecycle control.
- Organizes, maintains, and manages access to electronic case materials.
- Support staff in trial preparation by leveraging litigation support tools and applications.
- Support case-related technological needs.
- Utilize litigation support technology to perform audio and video editing, transcription or translation.

Salary and Benefits. The salary of an ACSA will be commensurate with the experience and qualifications, within a range from \$62,629 (JSP-9, Step 1) to \$90,823 (JSP-12, Step 1). The position is in the excepted service and does not carry the tenure rights of the competitive Civil Service. The position offers federal government employment benefits, including health and life insurance, retirement, and participation in the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Qualified persons may apply by sending a letter of interest addressed to Federal Public Defender Maureen Scott Franco (mentioning announcement 26-26), résumé, and three references. Send completed application in a single PDF document named with applicant's "last name, first name-Announcement 26-26 San Antonio ACSA" by email to TXW_Employment@fd.org. Submissions sent directly to the Defender will not be considered. For applicants with disabilities, this organization provides reasonable accommodations, which are decided on a case-by-case basis. To request a reasonable accommodation for any part of the application or interview process, contact personnel administrator Victoria B. Longoria at (210) 981-2081. More than one position may be filled from this announcement. Position announced March 10, 2026, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.