

# FEDERAL DEFENDER SERVICES OF EASTERN TENNESSEE, INCORPORATED

Gianna Maio  
Federal Defender

Telephone 865-637-7979  
Fax 865-637-7999

## **Position Announcement – Assistant Computer Systems Administrator**

### **Who We Are**

Federal Defender Services of Eastern Tennessee, Inc. (FDSET) stands on the front lines every day to keep people out of prison and halt state executions. Guided by our core values of compassion, courage, competency, creativity, and collaboration, we provide client-centered representation to those who need it most. Our clients are indigent defendants charged with federal offenses ranging from drug crimes to complex white-collar conspiracies, as well as individuals sentenced to death. Through holistic lawyering, we safeguard our clients' constitutional rights while championing their dignity, humanity, and future at every stage of their case. We actively embrace diversity, cultivate inclusion, and foster a workplace grounded in fairness, flexibility, and shared purpose. We are united by a deep commitment to standing beside our clients in their most critical moments.

FDSET is a nonprofit community defender organization funded by the Administrative Office of the U.S. Courts, with offices in Knoxville, Chattanooga, and Greeneville. Each location has a trial unit, and our Knoxville office is also home to our Capital Habeas Unit—where we handle some of the most complex and high-stakes litigation in the federal system. We currently have a total of 55 employees.

### **The Place**

Nestled in the heart of the South, East Tennessee is a place where breathtaking landscapes meet vibrant community life. Framed by the rolling foothills of the Smoky Mountains and laced with miles of rivers and lakes, the region offers postcard-worthy views in every direction. Here, even the largest cities maintain a warm, small-town charm—yet surprise visitors with a dynamic culinary and cultural scene. Savor farm-to-table fare, soulful Southern classics, slow-smoked barbecue, and authentic international cuisine, all perfectly paired with locally crafted beers. Stroll through lively farmers markets, celebrate at year-round festivals, and enjoy performances in venues such as the historic Bijou Theatre or Niswonger Performing Arts Center, which feature Broadway productions, concerts, opera, ballet, and more. Explore award-winning history, science, and children's museums or cheer on your favorite



team—from the Tennessee Volunteers to professional hockey, baseball, roller derby, and even the Bassmaster Elite Series.

With a mild climate that still showcases the beauty of all four seasons, East Tennessee invites outdoor adventure year-round. Spend the day at Dollywood, take in sweeping mountaintop views at Anakeesta, marvel at marine life at the Tennessee Aquarium, or experience beloved traditions like the Greene County Fair and the National Storytelling Festival. With more than 60 state and national parks, including the iconic Great Smoky Mountains National Park, adventure is always just minutes away. Four-legged friends will feel right at home - the area proudly embraces a pet-friendly spirit, with cozy cat cafés, playful goat yoga sessions, ample public water bowls, and wide-open spaces where your pup, horse, cows, etc., can roam free. In East Tennessee, life moves at the perfect pace.

## **The Job**

We are hiring a full-time assistant computer systems administrator based in our Chattanooga office.

## **Duties**

The assistant computer systems administrator works under the direction of the computer systems administrator and in collaboration with another assistant computer systems administrator. The assistant computer systems administrator provides support for IT-based systems and other major automated office systems including administering and maintaining file servers and NAS devices; installing and maintaining hardware, software (e.g., Windows 11, MS Office, Adobe, CaseMap, dtSearch), and peripheral equipment and communication systems; monitoring system performance; troubleshooting system failures; and maintaining back-up systems. A key component of the position is providing direct and timely helpdesk support to FDSET employees. Training and assisting employees with litigation-related software and courtroom equipment is also a key responsibility of the position.

## **Requirements**

A high school diploma or equivalent and at least two years of specialized experience in supporting clients in a Microsoft Windows Domain computing environment are required. Preferred applicants bring experience working in a law office or court system. A bachelor's or advanced degree in Information Technology, Computer Science, Management Information Systems, or another closely related degree is preferred and may substitute for part of the required experience. Applicants must be highly proactive, self-motivated, and detail-oriented, with strong organizational, customer service, and communication skills.

Occasional travel to other offices (Knoxville and Greeneville) is required. Applicants must have a valid driver's license and insurance and own a vehicle for business purposes. Occasional work outside standard business hours is required.

Applicants must be able to frequently lift and/or move up to 50 pounds. Applicants must be a United

States citizen or eligible to work in the United States. Employment will require a favorable background check.

## **Salary & Benefits**

Salary is commensurate with years of experience and qualifications in accordance with the Defender Organization Classification System and the Federal Judicial Salary Plan. The current salary range is \$61,722 to \$116,514 annually.

FDSET offers a generous benefits package, which includes paid vacation and sick leave, 11+ paid annual holidays, medical, dental, vision, life/AD&D, long-term disability, and 401K retirement. FDSET provides medical (employee-only plans), dental, vision, basic life/AD&D, and long-term disability at no monthly premium cost to employees. A partial remote work week is available to employees after an initial probationary period.

## **How To Apply**

Qualified individuals may apply by sending ALL the following documents in a *combined PDF file* to **Sharon\_Buckingham@fd.org** by **Friday, May 15, 2026**.

- (1) Cover Letter
- (2) Resume
- (3) Three References

An email confirming receipt of the application materials will be sent to all applicants prior to or on the application deadline. Only those selected for interviews will receive further communication.

**FDSET VALUES A DIVERSE WORKFORCE  
AND IS AN EQUAL OPPORTUNITY  
EMPLOYER**