



OFFICE OF THE FEDERAL PUBLIC DEFENDER

Western District of Arkansas

Federal Defender, James B. Pierce

Announcement No: 2025 – 01

Date: July 17, 2025

Position Title: Computer Systems Administrator (CSA)

Position: Full-Time

Location: Fayetteville, Arkansas

Website: <http://arw.fd.org>

Salary Range: \$61,111 - \$137,000

Closing Date: Until filled

Ideal Start Date: **October 6, 2025** (beginning of pay period for fiscal year 2026)

Benefits: Health, Vision, Dental, & Life Insurance. Flexible Spending Program. 11 paid federal holidays. 13 days of paid sick leave annually, that accumulates if unused and has no cap. 13 days of paid vacation annually that accumulates if unused with a 240-hour cap; vacation leave increases based on years of service. Paid Parental Leave of 12 weeks after one year of full-time employment. Thrift Savings Retirement Plan with up to 5% matching contributions. Public Service Loan Forgiveness, if qualified. Employee Assistance Program (confidential counseling). Paid training opportunities.

This position requires on-site, in-person work; ad-hoc teleworking is occasionally available on an approval basis.

Salary: Bi-weekly via direct deposit.

WHO WE ARE

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. The Western District of Arkansas represents indigent persons charged in alleged criminal offenses in the U. S. District Court and the Eighth Circuit Court of Appeals.

Our main office is located in the heart of downtown Fayetteville <https://www.experiencefayetteville.com/>, with branch offices in Fort Smith <https://www.fortsmithar.gov/> and El Dorado <https://www.goeldorado.com/>. We currently have 15 staff members that comprise a diverse team of attorneys, paralegals, investigators, and administrative staff. We strive to have a close-knit office culture that encourages learning, team-building, support of each other, and support of our mission.

POSITION OVERVIEW

The Computer Systems Administrator (CSA) is responsible for providing consultation and day-to-day administration and support of I.T. operations. Reports to Administrative Officer and Federal Defender.

PRIMARY JOB DUTIES

1. Local Area Network and IT Management and Support:

- a.) Assists in procurement of office automation equipment, conducts site surveys preparatory for installation of computer equipment, computer networks, and associated data communications facilities. Arranges appropriate schedule for delivery and installation of equipment associated data communications facilities.
- b.) Receives, installs, and tests new and updated software releases of both commercial, Administrative Office (AOUSC), and FDO developed systems.
- c.) Initiates new users to systems. As required, assigns database accounts and passwords, establishes employee and group permissions for different applications, and monitors security protocols.
- d.) Performs training and user support activities such as initial and on-going training programs for staff and users; instructs on new software releases, including locally developed modifications and enhancements; responds to user questions and difficulties and resolving problems.

- e.) Analyzes system failures to identify the nature and source of the failure and takes corrective action. Consults with AOUSC, other CSAs in FDOs and the federal judiciary, and vendor specialists to isolate, analyze and correct systems faults.
- f.) Performs or monitors systems operations and maintenance activities to ensure the daily operation of assigned system(s), to include preventive maintenance on computers, peripherals, and associated data communications equipment; monitoring hardware maintenance performance and in-house routine housekeeping functions.
- g.) Ensures readiness of equipment for operation, monitoring of operations, restoration of operations after failure, and resolution of operational problems. Restores and reconstructs damaged databases.
- h.) Generates and verifies disk back-ups and maintenance of library of disk back-ups, including off-site storage; schedules routine and special purpose report generation cycles.
- i.) Identifies, analyzes and resolves systems problems/failures, including associated data communications facilities. Acts as liaison with vendor representatives regarding such matters as hardware repair, procurement of supplies, and off-site storage.
- j.) Ensures adequate stock of automation supplies.
- k.) Ensures contractors are servicing equipment and associated data processing equipment as provided in maintenance agreements; maintains records of repair and maintenance performed by contractors; reviews invoices for payment prior to submission to Administrative Officer.
- l.) Serves as central point of information and assistance for Defender office automation users on all matters related to equipment and applications.

2. Administrative Analysis and Support:

- a.) Participates in the execution of the FDO's approved automation implementation plans in such areas as security, quality control, productivity, system growth and enhancement, cost- effectiveness, and personnel, consistent with the *Long-Range Plan for Automation in the United States Courts* and other policy directives as issued by the AOUSC.
- b.) Assists in evaluating existing automated functions and makes recommendations on technical and operational changes or enhancements to system configurations, usage and procedures so as to enhance the overall effectiveness of systems and personnel in assigned FDOs.
- c.) Develops and maintains local FDO technical and user documentation for all assigned systems. Develops, documents, and maintains standard operating procedures, as necessary, for installed automation systems.
- d.) Conducts audits and evaluations of automated systems and existing software applications in assigned subject areas to determine use, performance, response times, adequacy, quality and available capacities. Identifies, analyzes, and corrects problems; makes modifications.

3. Litigation Support:

- a.) Apply knowledge of court rules, local practices, and the Federal Criminal and Civil Rules of Procedure in analyzing litigation support requirements.
- b.) Work closely with the litigation team to understand substantive issues of the case so that the most effective tools can be identified and used.
- c.) Act as discovery manager to understand the volume, format, and content of discovery being received in order to assist the litigation team in selecting the proper tool to host, review, analyze, and use the discovery material. Identify proper tools for working with ESI and paper documents based on the complexity and the volume of data on a case-by-case basis.
- d.) Apply knowledge of the various aspects of litigation support dealing with courtroom presentations including, but not limited to, the use of courtroom presentation software, timeline and diagramming applications, and ability to set up and operate audio/video equipment.
- e.) Keep current in new developments in litigation support technology.

- f.) Provide feedback to the National Litigation Support Team on the results of newly implemented technology, workflow processes, and quality of work product produced by outside vendors.
4. Performs all other duties as assigned.

QUALIFICATIONS

- Candidates must have a high level of discretion, hold confidential information received in strict confidence, and exercise a desire and capacity to work collaboratively in a team environment;
- Applicants must be a high school graduate (or equivalent) with at least three years of general IT experience and two years of specialized experience in computer systems administration;
- Must pass an FBI background check for high-sensitive information;
- Must be a U.S. citizen or authorized to work in the United States;
- Must possess good communication skills, initiative, and have a demonstrated work history of dependability, responsibility, and the ability to be a team player;
- Must be able to exercise good judgment in a mature and diplomatic manner;
- Must be able to recognize and analyze problems and recommend practical solutions;
- Must possess strong planning and organizational skills.

REQUIREMENTS

- a comprehensive knowledge of computer systems administration principles, practices, methods and techniques;
- Installing and troubleshooting automation hardware, software, and basic network administration;
- Automation equipment procurement and ability to work with a budget;
- the ability to analyze and apply relevant policies and procedures to office operations;
- the ability to plan and execute a continuity of operations;
- the ability to identify and evaluate pertinent facts and regulations, policies and precedents;
- skill and judgment in the analysis of computer systems problems;
- an understanding of criminal law, criminal procedure, evidence and litigation support.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described are representative of those required for an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the individual is regularly required to sit and talk or hear. The individual is frequently required to use hands to touch, handle, or feel. The individual is frequently required to stand, walk, and reach with hands and arms. The individual must occasionally lift and/or move up to 50 pounds.

Occasional travel to divisions within the Western District of Arkansas, as well as out of state travel for training purposes is required.

HOW TO APPLY

Submit a letter of interest, resume, and three (3) professional references in PDF format to: Anna Adams, Administrative Officer: anna_adams@fd.org, using the subject line “2025-01 CSA”

No Phone Calls, Please

Local candidates will be interviewed on location in Fayetteville office, and non-local interviews will be conducted via TEAMS or Zoom.

*The Federal Public Defender is an equal opportunity employer.
All encouraged to apply.*