THE FEDERAL PUBLIC DEFENDER for the District of Arizona is accepting applications for the position of a full-time Assistant Computer Systems Administrator (ACSA) to be stationed in Phoenix, Arizona. The Federal Public Defender operates under authority of Title 18, United States Code, Section 3006A(g)(2)(A), to provide federal criminal defense services by court appointment to individuals unable to afford counsel. The Federal Public Defender, District of Arizona has offices in Phoenix, Tucson, Yuma, and Flagstaff.

Requirements. To qualify for an Assistant Computer Systems Administrator, (ACSA) a person must be a high school graduate or equivalent and have at least three years of general experience; two years of specialized experience with comprehensive knowledge of computer systems administration principles, practices, methods and techniques, skill and judgement in the analysis of systems related issues. The ACSA provides high level day-to-day support to ensure the proper functioning of office IT-based systems, including but not limited to network, data processing, telecommunications, and office automation. The ACSA provides technical and end-user support and performs all automation support services necessary for efficiently operating office networks and computer systems. The ACSA also assists in developing and implementing a technology plan including areas, such as security, quality control, procurement, productivity, and cost effectiveness; develops and maintains local technical and user documentation. The applicant must be able to prioritize multiple tasks, follow detailed instructions, and have good communication skills. In addition, the ability to lift 50 pounds, and travel between offices, including overnight travel is required.

Employment is subject to a satisfactory background investigation. All claimed experience, certifications, training, and references will be checked. U.S. Citizenship is required.

Duties. The ASCA will be primarily responsible for user support services, including but not limited to desktop/network hardware, software installation testing and training; troubleshooting, maintenance and repairs of systems and equipment; maintain accurate asset and inventory tracking, auditing and controls; working knowledge of Windows Server 2019/2016/2012 and maintaining Windows Active Directory user accounts.

The ACSA provides desktop support for Windows 10 operating systems, Microsoft Office 2016/O365, VPN connectivity, antivirus/malware software, remote control support, endpoint management and other enterprise software. Responsibilities also include: Experience creating and deploying Windows 10 images, maintenance of asset and inventory tracking system, administration of the external and intranet websites, deploying and maintaining mobile devices such as Android, iPhones and iPads. Import, convert, edit, and produce audio/video from various sources, including audio cassette, VHS, DVD, JPEG, DIVX, XVID, and .MOV formats.

The ACSA receives technical guidance from the Supervisory Computer Systems Administrator (SCSA) and assists on all aspects of the administration of an integrated MS Windows network over a wide area network.

Salary and Benefits. The starting salary for the ACSA positions will be set commensurate with the experience and qualifications of the applicant starting at Grade 9, Step 1 yielding $59,315, through Grade 12, Step 10 yielding $104,361. These positions are in the excepted service and do not carry the tenure rights of the competitive Civil Service. The positions do include regular Government employee benefits including health and life insurance, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit). Offer of employment is subject to the availability of funds.

How to Apply. Qualified persons may apply by sending a letter of interest and résumé to the Personnel Administrator, Federal Public Defender, District of Arizona, at azx_hr@fd.org. (Letter of interest and references must be included.) Position announced July 9, 2021; open until filled.

The Federal Public Defender is an equal-opportunity employer. Women, minorities and individuals with disabilities are encouraged to apply.