

POSITION ANNOUNCEMENT 24-05
Assistant Computer Systems Administrator (ACSA)-IT Desktop Support
Office of the Federal Public
Defender District of Arizona
Phoenix

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. More than one position may be filled from this announcement. 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.

Job Duties. The ASCA will be primarily responsible for end-user support services, including but not limited to configuring and deploying laptop/desktop 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 2022/2019/2016 and maintaining Windows Active Directory user accounts.

The ACSA provides desktop/end-user support for Windows 10 / Windows 11 operating systems, Microsoft O365, VPN connectivity, antivirus/malware software, remote-control support, endpoint management and other enterprise software. Responsibilities may also include: Experience creating and deploying Windows 10/11 images, modifications of the external and intranet websites, deploying and maintaining mobile devices such as Android, iPhones and iPads; Importing, converting, editing, and producing audio/video from various sources.

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 end-user 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, have excellent customer service skills, follow detailed instructions, and have strong written and oral communication skills. In addition, the ability to lift 50 pounds, and travel between offices, including overnight travel is required.

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

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

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 \$66,732, through Grade 12, Step 10 yielding \$118,079. These positions are in the excepted service and do not carry the tenure rights of the competitive Civil Service. The positions 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, references, and resume 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 January 23, 2024; open until filled.

The Federal Public Defender is an equal-opportunity employer. All applicants, regardless of race, ethnicity, national origin, gender identity, sexual orientation, religion, disability, or age, are encouraged to apply.