



FEDERAL PUBLIC DEFENDER OFFICE
DISTRICTS OF MASSACHUSETTS, NEW HAMPSHIRE, AND RHODE ISLAND
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POSITION ANNOUNCEMENT
Assistant Computer Systems Administrator
Boston, Massachusetts
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THE POSITION:

The Federal Public Defender for the Districts of Massachusetts, New Hampshire, and Rhode Island is seeking a full time Assistant Computer Systems Administrator (ACSA) in our Boston office. The Federal Public Defender provides federal criminal defense services to individuals unable to afford counsel.

The ACSA supports and reports directly to the Computer Systems Administrator while receiving technical guidance for districtwide projects and ensuring the completion of technical support tickets.

This position has the potential to operate on a hybrid telework schedule.

WHAT WE DO:

The Federal Public Defender Office is a law office that represents persons charged with committing federal crimes who cannot afford to hire an attorney. We represent the accused from arrest through trial and appeal, including the U.S. Supreme Court and federal habeas corpus review.

We work together to uphold every person's right to be presumed innocent and to a fair sentence if convicted. Our defense is vigorous, both at trial and on appeal. We advocate for humane sentences by showing judges and prosecutors we represent people, not criminals.

WHO WE ARE:

We are attorneys, legal assistants, paralegals, investigators, office administrators, and information technology specialists committed to cultivating a culture of acceptance and connectedness that honors the diverse backgrounds of the people we represent.

We value diversity and a commitment to equality, and we believe better legal representation occurs when members of the defense team have diverse backgrounds and experiences. In recruiting members of our team, we welcome the full spectrum of humanity. We embrace the unique contributions that you can bring, including your culture, ethnicity, education, opinions, race, sex, gender identity and expression, sexual orientation, nation of origin, age, languages spoken, veteran's status, religion, disability, and economic status.

WHO YOU ARE:

The ACSA assists with user support, user training, and resolving hardware, software, and data communications problems. They provide litigation support by analyzing and identifying litigation support needs, creating, and maintaining case management and trial presentation databases, working with vendors, and researching latest methods and technologies.

The ACSA supports and reports directly to the Computer Systems Administrator while receiving technical guidance for districtwide projects and ensuring the completion of technical support tickets. Additionally, the ACSA will deliver on-site and remote desktop support each of our offices in Boston, MA, Springfield, MA, Concord, NH, and Providence, RI. There are approximately 60 full-time staff and rotating interns in all of our offices.

The ACSA is required to keep confidences and to protect relevant legal privileges.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Providing in-person assistance to users at all levels of proficiency.
- Providing technical support and training to end-users on desktops, laptops, and mobile devices.
- Adhering to all local and regional IT operational standards and procedures.
- Developing and maintaining local technical and user documentation for all assigned systems.
- Managing PC imaging procedures, inventory, resources, and asset management within the office.
- Conducting disaster recovery, vulnerability detection, and remediation as directed by the CSA.
- Managing multiple demands, meeting established deadlines, and fulfilling commitments effectively.
- Assisting in maintaining network and workstation integrity, including security updates and firmware patches.
- Assisting and coordinating office IT projects, handling move, add, and change requests.

ADDITIONAL LITIGATION SUPPORT ACSA RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Assisting staff with trial preparation using IT-based automation applications.
- Providing litigation support using tools like PowerPoint, CaseMap, dtSearch, Adobe Acrobat, and Trial Director.
- Supporting systems maintenance activities as required.
- Resolving issues related to hardware, software, peripheral equipment, and data communications systems.
- Contributing to the implementation and execution of automation plans, ensuring security, quality control, productivity, and cost-effectiveness.
- Developing and updating local technical documentation for end-users.
- Performing any other duties as assigned by management.

QUALIFICATIONS:

Proficiency in computer hardware and software troubleshooting, and familiarity with Windows Operating Systems, Microsoft Office 365, and Adobe Acrobat are required.

Excellent written and verbal communication skills and the ability to work independently and in a team environment are required.

Applicants must possess a high school diploma or equivalent. A bachelor's or advanced degree in Management Information Systems, Computer Science, or another closely related degree is preferred. Applicants must have at least five (5) years of general experience or two years of specialized experience with the responsibilities listed above. Applicants must have a valid driver's license and proof of insurance. Some work outside normal working hours will be required. Occasional travel to other branch offices (Springfield, Concord, and Providence) will be required.

Applicants must be able to frequently lift and/or move up to 50 pounds. All education, experience, training, and certifications will be verified. Applicants must be a United States citizen or eligible to work in the United States. Employment will require a favorable background check.

Desirable qualifications include experience in Active Directory, Group Policy, Endpoint Management, VoIP Phones, Networking, Virtualization, AI Assistants, Videoconferencing, and Mobile Device Management (MDM). Additionally, experience in software and hardware installation and updates, conducting end-user training and support across various applications, performing preventive maintenance, familiarity with document imaging technologies, and proficiency in computer imaging or deployment software would be advantageous. Experience in litigation support, courtroom presentations, case management, computer and mobile forensics, and operation of audio/video equipment are a plus.

SALARY AND BENEFITS:

Salary will be commensurate with experience and qualifications. The salary range for this position is from JSP-9/1 to JSP-12/10 currently yielding \$67,743 - \$127,707 per annum. This position offers federal 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).

The selected candidate will be subject to verification and employment depends on a successful background verification. All claimed experience, certifications, training, and references will be verified. All positions are at-will and subject to the availability of funds.

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. Reasonable accommodations are available to applicants with disabilities.

HOW TO APPLY:

Applicants must send an e-mail titled “Assistant Computer Systems Administrator” with a single Adobe .pdf document which includes:

- A Cover Letter
- A Resume and Three References
- Form AO-78 (found at <https://www.uscourts.gov/sites/default/files/ao078.pdf>)
- Send all items listed above to HRBoston@fd.org

*No Calls Please. Applicants who apply without submitting all documents will not be considered. Position will remain open until filled. Priority consideration will be given to applications received by October 31, 2024. Applications will be reviewed on a continuing basis until the position is filled.