

**POSITION ANNOUNCEMENT 20-18**  
**Assistant Computer Systems Administrator (ACSA)**  
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 by 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.

**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.

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 system and equipment; inventory tracking, website maintenance/development and litigation support. Applicants with working knowledge of WordPress and/or Drupal for website maintenance/development is highly desirable. The ACSA receives technical guidance from the Supervisory Computer Systems Administrator and assists on all aspects of the administration of an integrated MS Windows network over a wide area network.

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 may also include: maintenance of the company's 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, MJPEG, DIVX, XVID, and .MOV formats.

The ACSA must have a working knowledge of Windows Server 2016/2012, Active Directory, Windows deployment services, Group Policy management, DHCP, DNS, backing up domain controllers (system state/AD information), including racking servers, managing wires, and reviewing hardware/lights for errors. In addition, the ACSA provides network support in an enterprise environment including switches, routers, ethernet cabling, and TCP/IP diagnostics, supporting 14+ physical servers in multiple locations. Experience with virtual machines such as VMWARE VSphere and/or Hyper V including provisioning servers, high availability, moving servers between physical machines, and VM backups (Snapshots/Veeam) is a plus; Network storage including SAN configuration via iSCSI, basic NAS operation and configuration, provisioning space and allocating to Windows servers. Some overnight travel is required.

**Salary and Benefits.** The starting salary for the ACSA positions will be set commensurate with the experience and qualifications of the applicant currently starting at Grade 9, Step 1 yielding \$59,315, through Grade 12, Step 10 yielding \$103,328. 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 [HR@fpdaz.org](mailto:HR@fpdaz.org). (Letter of interest and references must be included.) Position announced April 24, 2020; open until filled.

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