

THE FEDERAL PUBLIC DEFENDER

DISTRICT OF ALASKA

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VACANCY ANNOUNCEMENT

Assistant Computer Systems Administrator

The Federal Public Defender for the District of Alaska is accepting applications for the full-time, permanent position of Assistant Computer Systems Administrator (ACSA). The official duty station will be Anchorage, Alaska. The Federal Public Defender, a branch of the U.S. Courts, operates under the authority of the Criminal Justice Act, 18 U.S.C. §3006A to provide defense services to indigent persons in federal criminal cases and related matters in the federal courts.

Responsibilities

The ACSA will be primarily responsible for desktop/end user device management and routine user support services, including but not limited to, answering routine computer questions, resolving user hardware and software issues, diagnosing and/or resolving systems and networking problems, assisting in the development and implementation of IT related training for office personnel, maintaining technological equipment, discovery management and resolving discovery related issues including e-discovery and discovery management strategies. The ACSA receives technical guidance from the Computer Systems Administrator (CSA) and provides assistance to the CSA on all aspects of the administration of an integrated Windows Server network over a WAN. Duties include:

- Managing end user hardware, including workstations and mobile devices.
- Providing help desk support for end users, addressing software and hardware issues, including root cause analysis of end point issues.
- Creating and reviewing of Group Policy Objects (GPOs).
- Diagnosing and/or resolving systems and networking problems.
- Performing basic administration of automation infrastructure, including servers, storage area networks, backup systems, and other infrastructure hardware as introduced.
- Assisting CSA in maintaining up to date office technical and user documentation for all systems.
- Assisting in the management of case discovery and files, with the collaboration of the CSA and Chief Investigator
- Assisting in planning and implementing Federal Defender Office (FDO) training programs in the areas of automated systems and use of application software related to Litigation Support.
- Developing schedules and conducting formal classroom and informal training sessions. Determining content of and preparing instructional materials; preparing training and reference manuals. Providing follow-up and confirmation instructions, special assistance, and consultation to users as necessary.
- Working closely with the CSA and Chief Investigator in defining and carrying out automation training plans and procedures for Litigation Support and Discovery Management.
- Perform other duties as assigned.

Qualifications

Applicants must be high school graduates or equivalent, with at least four years of general experience working in the information technology field and three years of specialized experience with help desk and/or desktop management roles and one year of experience with imaging and deploying end user hardware. Applicants must be knowledgeable about computer hardware and software (e.g., laptops, desktops, tablets, Windows Operating Systems, Microsoft Office, and Adobe Acrobat), as well as Windows Server and Active Directory. Applicants should have a basic understanding of networking concepts, ability to review and create Group Policy Objects, and a fundamental knowledge of working with and supporting users for both in office and remote work. People and customer service skills are essential.

Preference will be given to applicants who have a graduate degree in Computer Science, Information Technology, or another similar field. College or technical school can be substituted with relevant work experience and/or relevant technical certifications from recognized training institutions.

Requirements

This position requires an individual to lift and/or move up to 50 pounds, to have a valid driver's license, and to travel to satellite offices to provide computer support.

Applicants must be United States citizens or eligible to work in the United States. Employment is subject to a satisfactory background investigation, including an FBI name and fingerprint check, and an IRS tax check.

Salary and Benefits

This is an "Excepted Appointment" full-time position with federal benefits and salary commensurate with experience and qualifications within the general rate ranges of JSP Grade 11 (\$81,956 - \$106,541) and JSP Grade 12 (\$98,232 - \$127,698). Among the many benefits are the Federal Employees Retirement System, the Thrift Savings Plan (401k), 11 paid federal holidays, 13 paid sick days annually, 13 paid vacation days annually (to start), and health, life, disability, long-term, care, dental, and vision insurance. Salary is only payable by Electronic Funds Transfer (direct deposit).

How to Apply

Interested applicants should email a letter of interest that includes a description of relevant knowledge, skills, and abilities; a resume; and three references in .pdf format to Loisi Vailea, Administrative Officer, at Loisi_Vailea@fd.org with the subject line: ACSA APPLICATION. We will accept applications on a rolling basis until the position is filled. No telephone inquiries.

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.