

POSITION ANNOUNCEMENT

ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR

FEDERAL PUBLIC DEFENDER-NORTHERN & SOUTHERN DISTRICTS OF MISSISSIPPI

GULFPORT

THE FEDERAL PUBLIC DEFENDER is accepting applications for the position of Assistant Computer Systems Administrator to be stationed in **Gulfport**. The federal defender organization operates under authority of the Criminal Justice Act, 18 U.S.C. § 3006A, to provide defense services in federal criminal cases and related matters by appointment from the court. The defender organization has staffed offices in Jackson, Gulfport, and Oxford.

Position Description: The ACSA aids the Computer Systems Administrator (CSA) and receives technical guidance from the CSA. Occasional overnight travel for office visits and irregular work hours will be required. The primary area of responsibility will be to provide desktop support for Windows Desktop Operating Systems to a Wide Area Network of approximately 30 employees through Remote Desktop Software. The ACSA will assist and support end users located in three offices: Jackson, Gulfport, and Oxford, with a broad array of day-to-day end user issues, including system and software troubleshooting, one-on-one training, and computer/printer maintenance. Some duties include: install and update software and hardware, perform end user training and support for Office 365, or other various vendor and in-house applications, perform preventive maintenance, have understanding of document imaging technologies, and computer disk imaging experience or other types of deployment software.

Additional ACSA duties include, but are not limited to the following:

- 1) Assists staff with preparation of matters for trial, using IT-based automation applications
- 2) Assists staff with litigation support using PowerPoint, CaseMap, dtSearch, Adobe Acrobat, Trial Director, and other software/hardware as needed.
- 3) Assists with systems maintenance activities
- 4) Resolves hardware, software, peripheral equipment, and data communications systems problems
- 5) Assist in the implementation and execution of an automation plan, including security, quality control, productivity, and cost effectiveness
- 6) Develop and maintain local, technical end user documentation
- 7) Performs all other duties as assigned

Education/Requirements: To qualify for this role, you must possess at least a high school diploma or an equivalent qualification and have a minimum of three years of work experience, including a minimum of two years of specialized experience in PC and networking support within a Windows Active Directory environment. It is essential that you possess excellent troubleshooting skills and excellent verbal and written communication skills to interact with non-technical staff. Additionally, you should be capable of working effectively within a team environment with frequent interruptions. While not required, experience with legal IT and litigation support tools is highly valued. Training will be offered, if needed. All education, training, and certifications will be verified. The duties associated with this position require the individual to be able to walk, sit, stand, talk, hear, touch, feel, and reach. In addition, the individual must be able to lift/ move up to 50 pounds. Appointment is subject to a satisfactory FBI background investigation and retention depends upon a favorable suitability determination. The position is "at-will" employment, excepted service and does not carry the tenure rights of the competitive civil service.

Salary and Benefits: Starting salary ranges from \$59,966. to \$86,962. and is based on experience. Salary is payable only by Electronic Funds Transfer (direct deposit). The position offers federal benefits, including paid vacation, paid sick time, paid holidays, health insurance, life insurance, participation in the Thrift Savings Plan (401k), and the federal retirement plan. Employment is subject to a satisfactory FBI background investigation,

How to Apply: Please send a letter of interest and resume, single .pdf document to dean_applegate@fd.org

**EQUAL OPPORTUNITY EMPLOYER
POSTED APRIL 26, 2024 OPEN UNTIL FILLED**