

# FEDERAL PUBLIC DEFENDER'S OFFICE WESTERN DISTRICT OF NEW YORK

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REPLY TO: **Buffalo**

## POSITION ANNOUNCEMENT ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR ROCHESTER OFFICE

The Federal Public Defender for the Western District of New York is accepting applications for the position of Assistant Computer Systems Administrator (ACSA) in our Rochester Offices. The Federal Public Defender, a branch of the United States 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.

**Position Description:** The ACSA provides support for Windows 7/10 Desktop Operating Systems to a 50+ system Wide Area Network including use of remote desktop software. Will assist and support end users located in Buffalo and Rochester offices with a broad array of day-to-day end user issues including system and software, troubleshooting, one-on-one training, computer/printer maintenance and telephone system support. Some duties include installation of and updating software and hardware, perform end user training and support for Microsoft Office 2013/2016, or other various vendor and in-house applications, perform preventative maintenance, have understanding of document imaging technologies and computer disk imaging experience with MDT or other types of deployment software.

**Qualifications:** Minimum qualifications for this position require a high school diploma or equivalent and possess three years of general experience working in the information technology field and two years of specialized experience with computer systems administration including PC's and networking in a Windows Active Directory environment consisting of Windows 7/10 and Windows 2008/2012 R2 servers. Excellent troubleshooting and communication skills (both written and verbal). Experience with Microsoft Office, Lotus Notes, iOS (iPad/iPhone), Microsoft Surface Pros, Adobe Acrobat Pro, Symantec Endpoint Protection, and Hyper-V virtualization platform preferred. A bachelors or advanced degree from an accredited college or university in computers, information management or a related field is preferred. Some education may be substituted for experience. Experience with law-office IT and litigation-support tools are highly desirable. Regular travel to the Buffalo office is required as well as a valid driver's license and reliable vehicle with liability insurance. The duties associated with this position require the individual to be able to walk, sit, stand, talk, hear, touch, feel and reach. The individual must also frequently lift and/or move up to 50 pounds.

**Salary and Benefits:** This is a full-time position, and federal salary and benefits apply including health and life insurance, retirement and the Thrift Savings Plan. The salary range for this position is Grade 9 (\$57,014) to Grade 11 (\$81,400) commensurate with experience. This position is in the excepted service and does not carry the tenure rights of the competitive Civil Service. This position is subject to mandatory electronic transfer (direct deposit) of net pay. Appointment is subject to a satisfactory high-sensitive background investigation, including an IRS tax check and an FBI name and fingerprint check and retention depends upon a favorable suitability determination.

**HOW TO APPLY:** Qualified candidates should submit a letter of interest, resume and three references in a single .pdf document to:

**Chelsea Miller**

**zzNYWml\_HR1@fd.org**

**Subject Reference: ACSA Rochester**

This position is OPEN UNTIL FILLED. All responses will remain confidential. Only those selected for an interview will be contacted.

**NO PHONE CALLS PLEASE. The Federal Public Defender Is an Equal Opportunity Employer.  
Women & Minorities Are Encouraged to Apply.**