

POSITION ANNOUNCEMENT 17-21
Assistant Computer Systems Administrator – IT Desktop Support
Office of the Federal Public Defender
District of Arizona
Tucson

THE FEDERAL PUBLIC DEFENDER for the District of Arizona is accepting applications for the position of full-time Assistant Computer Systems Administrator as IT Desktop support to be stationed in Tucson. 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 has offices in Phoenix, Tucson, Yuma, and Flagstaff.

Requirements. To qualify for an assistant computer systems administrator responsible for IT Desktop support a person must be a high school graduate or equivalent and have at least three years of general experience and two to four years of specialized experience. Some higher education may be substituted for specialized experience. Customer service skills, experience troubleshooting and supporting MS Office on Windows based PC and mobile devices, Microsoft and network certifications, experience supporting IOS and Android mobile devices in an enterprise environment are preferred. The applicant must be able to prioritize multiple tasks, follow detailed instructions, and have good communication skills. 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 assistant computer systems administrator (ACSA) for this position provides desktop support for the attorneys and office support staff and is responsible for installing and configuring computer hardware and software programs. The ACSA responds to various support requests, troubleshoots and assists users with technical issues, provides in-person assistance with issues that cannot be easily resolved over the phone, and other duties as assigned. Some overnight travel 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 \$56,226. This position is in the excepted service and does not carry the tenure rights of the competitive Civil Service. The position does 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. (Letter of interest and references must be included.) Positions announced July 18, 2017; open until filled.

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