

POSITION ANNOUNCEMENT 17-22
Assistant Computer Systems Administrator – IT Software Trainer
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 full-time Assistant Computer Systems Administrator as IT Software Trainer to be stationed in Phoenix. 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 as an IT Software Trainer 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. Excellent customer service skills, experience training on business applications and technical material, troubleshooting and supporting MS Office, Computer Aided Legal Research applications, and Litigation Support software on Windows based PCs and mobile devices along with Microsoft certifications and experience supporting IOS and Android mobile devices in an enterprise environment are preferred. The applicant must be able to prioritize multiple tasks, follow and provide detailed instructions to end users, and have superior communication skills. All claimed experience, certifications, training, and references will be checked. U.S. Citizenship is required. Employment is subject to a satisfactory background investigation.

Duties: The ACSA - IT Software Trainer for FPD employees and CJA panel will troubleshoot issues relating to all business and legal support applications (including but not limited to Summation, CaseMap, TrialDirector, Adobe, Microsoft Office, dtSearch, etc.); prepare tip sheets and design customized training materials for all software programs; develop and plan training schedule; track employee training history and conduct needs assessments; update IT/Training section of intranet; work with case teams to find solutions to manage ESI in their specific cases, and help users manage technology and present data in the courtroom. Conduct formal, one-on-one training and day-to-day personalized support of our end-users. Assist with other IT related 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. (References must be included.) Position announced July 19, 2017; open until filled.

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