

Position Announcement 17-08
NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT
MICROSOFT EXCHANGE ADMINISTRATOR

Office of the Federal Public Defender
Western District of Texas (San Antonio)

THE FEDERAL PUBLIC DEFENDER, Western District of Texas is accepting applications for the position of Microsoft Exchange Administrator, National IT Operations and Applications Development Branch, located in San Antonio, Texas. The NITOAD branch supports the federal defender program's staffed offices in 204 locations throughout the continental United States, Alaska, Hawaii, Puerto Rico, the Virgin Islands, and Guam. The federal defender program 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 to individuals unable to afford counsel.

Job Requirements. To qualify for Microsoft Exchange Administrator, a person must be a high school graduate or equivalent and have at least three years general experience and four years specialized experience. Some higher education from an accredited college or university, preferably with a concentration in computer or management-information science or a related field, may be substituted for some of the required experience. Notwithstanding any educational substitution, specialized experience in the following areas is required:

- Microsoft Exchange and Active Directory domain administration, data retention policies within email;
- Microsoft Exchange Mailbox Retention;
- Policies and Archive Policies;
- Windows 2008 or higher server administration;
- Microsoft Cluster Service configurations specific to Exchange, e-mail Anti-Spam, Antivirus and exchange backup administration and architecture;
- 3 + years' experience design, maintain and support a multi-site, high-availability Microsoft Exchange 2010/2013/2016 environment with multiple database and CAS servers, and DAG high availability;
- 3 + years' experience performing regular Exchange Server maintenance to ensure the system is secure, healthy, and fully redundant;
- 3 + years' experience with back up and recovering Microsoft Exchange servers and databases;
- 2 + years' experience with virtual environments - preferably with Hyper-V;
- 4 + years' experience with supporting and troubleshooting email clients and mail enabled devices;
- Solid proficiency with Microsoft Exchange Mailbox Retention Policies and Archive Policies;
- Solid proficiency with Exchange Toolbox and other Exchange diagnostics;
- Employment is subject to a satisfactory background investigation, including but not limited to an FBI fingerprint check.

Experience with a public defender, law offices or court functions, policies and procedures desired. This position is classified as "high sensitive." Employment will be considered provisional pending the successful completion of an initial 10-year background investigation with updates performed every five years thereafter. Continued employment will depend upon the successful completion and favorable determinations based on investigation results. Applicants must be US citizens or be eligible to work for the federal government.

Duties.

- Serve as the Primary Administrator for Microsoft Exchange;
- Assist with planning and migrating to an enterprise Exchange 2016 environment;
- Manage and maintain third-party email security / filtering solution, Exchange PowerShell script creation and maintenance;
- Monitor the Exchange environment and Windows Server health;
- Prepare and present reports on usage and system health as required;
- Assist with optimization and load distribution of Mailbox and Archive databases;
- Perform testing, quality assurance, and client support independently and within a team;
- Ability to serve as a Microsoft Exchange escalation resource and to mentor others;
- Investigate and utilize Microsoft Exchange services to improve business operations or streamline business processes;
- Troubleshoot and resolve technical issues involving Microsoft Exchange and Complete and maintain project documentation such as: Infrastructure diagrams, installation documentation, upgrade assessments, customer profiles, etc.;
- Defines and recommend solution strategies and roadmaps for exchange working closely with Team and Management;
- Some travel and lifting equipment up to 50 pounds required.

Other duties as assigned. This position requires occasional travel.

Salary and Benefits. Starting salary will be fixed commensurate with experience and qualifications within a range from JSP-12, Step 1, to JSP-13, Step 1, and currently yielding \$72,168 to \$85,816 per annum. The position is in the excepted service and does not have the tenure rights of the competitive Civil Service. The position does carry regular government employment benefits including health and life insurance, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. Qualified persons may apply by forwarding a letter of interest (mentioning announcement number 17-08) and résumé to: Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH-10 West, Suite 200, San Antonio, Texas 78229. (Electronic submissions will not be accepted). For applicants with disabilities, this organization provides reasonable accommodations, which are decided on a case by case basis. To request a reasonable accommodation for any part of the application or interview process, contact Personnel Administrator, Victoria Longoria (210) 472-6700. Position announced June 30, 2017, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.