

**Position Announcement 18-17**  
**OPERATING SYSTEMS ADMINISTRATOR**  
Office of the Federal Public Defender  
Western District of Texas (San Antonio)  
(National Information Tech Operations and Applications Development Branch)

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**THE FEDERAL PUBLIC DEFENDER**, Western District of Texas is accepting applications for the position of Operating Systems 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 an Operating Systems 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 two or more of the following areas is required:

- Windows 2008/2012/2016 server installation, setup, administration and troubleshooting;
- Microsoft SQL Server 2008 and above administration;
- Windows 8 or 10 client operating system installation, deployment and support;
- Active Directory and Group Policy design, administration and troubleshooting;
- 3 + years' experience design, maintain and support a multi-site, high-availability Hyper-V cluster environment;
- 3 + years' experience performing regular Windows Server maintenance to ensure the system is secure, healthy, and fully redundant;
- 3 + years' experience with back up and recovering Microsoft Windows servers and SQL databases;
- Solid proficiency with Windows PowerShell scripting for administration;
- Independent problem solver with troubleshooting, decision making and analytical skills requiring limited supervision;
- Ability to work in a fast-paced environment with flexibility to adapt and handle competing work demands;
- Demonstrated ability to communicate to both a nontechnical and technical audience on technical issues;
- Excellent customer service skills;
- Ability to maintain a positive work atmosphere by behaving and communicating in a manner that encourages productive interactions with customers, co-workers and supervisors;

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, including but not limited to an FBI fingerprint check 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. The full position qualifications statement with position description is available upon request.

**Duties.**

- Serve as senior technical member of the team supporting Microsoft Windows servers;
- Assist local systems administrators with Windows related issues in a timely manner;
- Manage and maintain third-party applications in conjunction with vendor support;
- Monitor the hardware environment including storage area networks (SAN) and Windows Server health;
- Prepare and present reports on usage and system health as required;
- Perform testing, quality assurance, and client support independently and within a team;
- Ability to serve as a Microsoft Windows escalation resource and to mentor others;
- Develop and maintain project documentation such as: Infrastructure diagrams, installation documentation, upgrade assessments, customer profiles, etc.;
- Defines and recommend solution strategies and roadmaps for servers 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 \$73,375 to \$87,252 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 18-17) 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. More than one position may be filled from this announcement. Position announced September 26, 2018, subject to the availability of funds; open until filled.

*The Federal Public Defender is an equal-opportunity employer.*