

Position Announcement 23-10
NATIONAL INFORMATION TECH OPERATIONS AND APPLICATIONS DEVELOPMENT
NETWORK ADMINISTRATOR - REVISED
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 Network Administrator, National Information Technology Operations and Applications Development (NITOAD), 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 a Network 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 these areas is required:

- 4+ years of experience creating, implementing, and maintaining architecture, network designs, plan of action.
- 1+ years of relevant experience managing and maintaining cloud infrastructure and virtual networks.
- Experience in utilizing and diagramming software, developing documentation, and test plans.
- Experience providing excellent customer service through both oral and written communications.
- Strong analysis skills and attention to detail.
- Proficient in scripting languages to automate tasks and manipulate data; possess strong analytical skills to solve complex technical problems and identify areas of improvement.
- Ability to be detail-oriented and motivated to find opportunities for continual improvement and work with others to form an effective team collaboration.

Experience with a public defender, law office, or court functions policies and procedures are preferred. The selected candidate must successfully complete a ten-year background investigation with periodic updates every five years thereafter. Employment will be considered provisional pending the initial ten-year background investigation. Continued employment will depend upon favorable determinations from the background investigation. Applicants must be US citizens or be authorized to be employed by the federal government. The full position qualifications statement with position description is available upon request. The ability to lift 50 pounds and occasional travel, including overnight travel, is required. Employment also requires a person be fully vaccinated for COVID-19 and provide proof of such prior to entrance on duty.

Duties. The Network Administrator performs the programming, operation, maintenance, and administration of networks, including VPN, VoIP, and data networks. Regular responsibilities include:

- Assisting customers with consultations, diagnostics, and recommendations.
- Creating and maintaining system documentation and implementing and maintaining a secure Wi-Fi network.
- Maintaining network monitoring tools such as commercial management platforms, SIEM, 2FA systems, firewalls, and VPN.

- Collaborating with customers to program LAN switches, firewalls, routers, virtual network switches, VPN, and other network devices.
- Maintaining a good working relationship with peers, customers, outside support groups and service providers.
- Analyzing system performance, errors, utilization, and trends to formulate proactive improvement action plans.
- Utilizing ticketing systems to track progress and assist cybersecurity teams with investigations.
- Full participation in installation and maintenance activities during nights and weekends.

Selection Criteria: The successful applicant will have experience administering networks in an enterprise environment, authoring technical documentation. The applicant must possess hands-on experience with installation and maintenance of various network systems; the ability to integrate RADIUS, TACACS, AD authentication with devices, strong VPN experience; and the ability to work effectively and professionally without direct supervision. Proficiency with valid networking certifications, PowerShell, Python 3, Cisco DNA, SDWAN, and ACI is strongly preferred. Experience with Linux and Hyper-V networking is preferred.

Salary and Benefits. The starting salary will be commensurate with the experience and qualifications of the applicant within a range of \$63,736 (JSP-9, Step 1) to \$99,764 (JSP-13, Step 1) per annum. The position is in the excepted service and does not have the tenure rights of the competitive Civil Service. The position does offer federal government employment benefits, including health and life insurance programs, retirement, and the Thrift Savings Plan. Salary is payable only by Electronic Funds Transfer (direct deposit).

How to Apply. You may submit your application via Dice.com, USAjobs.gov, or via email to NITOAD_Admin@fd.org. Qualified persons may apply by submitting a letter of interest addressed to Maureen Scott Franco, Federal Public Defender, Western District of Texas, 7550 IH-10 West, Suite 200, San Antonio, Texas 78229, please reference announcement number 23-10, include a resume and a list of three professional references. Emails sent directly to the Defender will not be considered. For applicants with disabilities, this organization provides reasonable accommodations, which are determined on a case-by-case basis. To request a reasonable accommodation for any part of the application or interview process, contact personnel administrator Victoria B. Longoria at (210) 981-2081. More than one position may be filled from this announcement. Position originally announced January 5, 2023 and modified April 10, 2023, subject to the availability of funds; open until filled.

The Federal Public Defender is an equal-opportunity employer.