



FEDERAL PUBLIC DEFENDER

Northern District of California

COMPUTER SYSTEMS ADMINISTRATOR

\$93,587 - \$144,676

Plus Excellent Benefits

Apply by

November 2, 2020

(First Review, Open Until Filled. Second Review on November 15, 2020)

***P*ROTHMAN**



WHY APPLY?

Headquartered in the City of San Francisco, California, the Office of the Federal Public Defender – Northern District of California serves 15 counties on or near the northwest and central coast of California, providing free legal defense to those who cannot afford their own.

From the beautiful Redwood Coast down to the metropolitan Bay Area, to the charm of Monterey and Big Sur, and the vineyards, valleys, forests, deserts, mountains, natural hot springs, and so much more, California is home to some of the most beautiful places in the world.

The Federal Public Defenders of Northern California is a stable organization with dedicated employees. The organization is looking for a leader who understands the challenges associated with operating a fully functioning Information Technology operation. If you possess strong interpersonal and leadership skills and enjoy challenges, this is the right position for you!

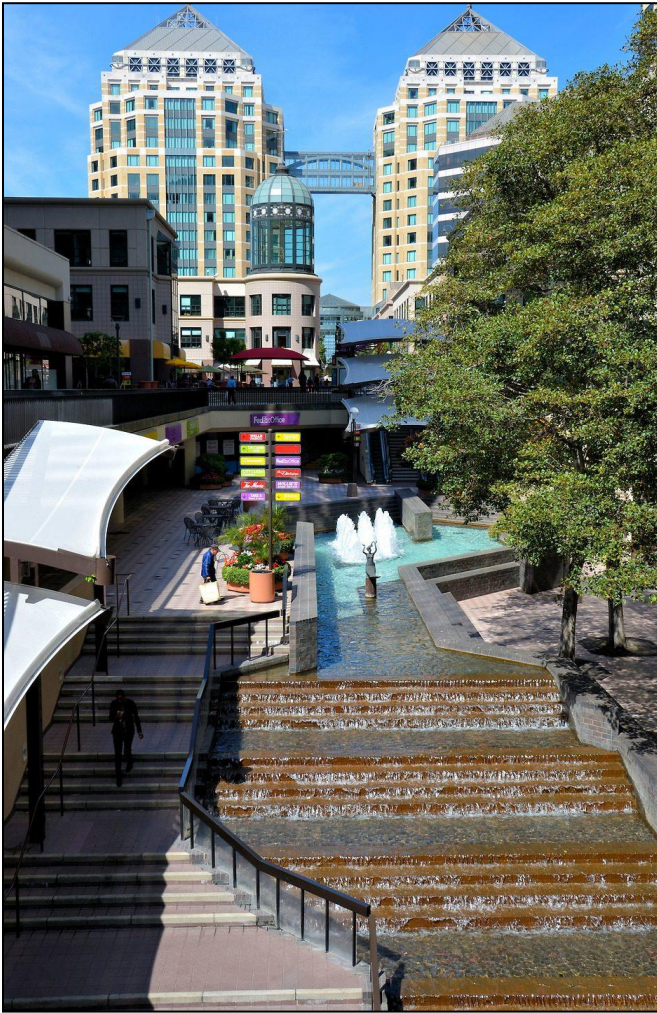


THE COMMUNITY

The San Francisco Bay Area is a region in Northern California spanning the city of San Francisco and surrounding counties. Home to approximately 7.68 million people, the Bay Area is known to have some of the world’s finest wine country, including Napa Valley and Sonoma, along with waterfront towns, dramatic beaches, and the tech-savvy southern end of the bay known as the Silicon Valley. The area offers all the advantages of an urban area including a thriving arts community with hundreds of artists and musicians, and many retail and residential projects which include movie theaters, unique shops, national clothing chains and world-class dining.

For those looking to get outside, the Bay Area provides hundreds of parks for residents to relax, play sports, and host social and cultural events, with many along the western shoreline. The surrounding area also offers residents countless outdoor recreation opportunities including hiking, biking, picnicking, and swimming at the 82,000-acre Golden Gate National Recreation Area and 7,766-acre Rancho Corral de Tierra. Along the shore of San Francisco Bay, visitors and residents can also enjoy fishing, crabbing, boating, sailing, and site-seeing, along with golf at multiple world class public and private golf courses.





THE ORGANIZATION

Established in 1972, the Office of the Federal Public Defender for the Northern District of California is dedicated to the defense of clients charged with federal offenses. The organization operates three offices in the San Francisco Bay Area including a main office in San Francisco, along with offices in the cities of Oakland to the east and San Jose to the southeast. The Federal Defender is authorized and funded pursuant to the Criminal Justice Act. Caseloads range from petty offenses, to multi-defendant drug conspiracies, sophisticated computer crimes, and international smuggling cases.

The Northern District of California stretches along the coast from Monterey County in the south to the Oregon border in the north. It includes the counties of Alameda, Contra Costa, Del Norte, Humboldt, Lake, Marin, Mendocino, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, and Sonoma.

THE DEPARTMENT & POSITION

The IT division is comprised of 3 employees including a full time SCSA, one CSA and a full time Assistant CSA that primarily focuses on deployment and customer support and supporting the CSA on large projects.

The IT Department is headed by the Supervisory CSA (SCSA), and under the direction of the SCSA, the Computer Systems Administrator (CSA) will assist and support IT Department functions. The CSA supervises and works with the Assistant Computer Systems Administrator in administering the day-to-day operations of the Office, and support of an integrated Windows network over a Wide Area Network. The CSA will be jointly responsible for computer systems and network administration, systems security, hardware maintenance and operations support for Windows desktops, laptops, and tablets, and for Exchange/Outlook, Symantec Endpoint Protection, and virtualization platforms. Network security responsibilities include developing procedures for user access, maintaining backup routines, disaster recovery, inventory control and virus detection, spyware protection, and other cybersecurity measures.

The CSA will be primarily based in the San Francisco office of the Federal Defender, but will also travel, providing support in the Oakland and San Jose branch offices.

Responsibilities Include:

- Maintains and improves networks and systems infrastructure with the primary responsibility of network stability, including network backup systems and interoffice network connectivity
- Assist in maintaining all network and desktop hardware and peripheral equipment (such as scanners and copiers), digital equipment (such as tablets) and digital phone and voicemail systems in all office locations.
- Provide friendly and patient technical support to the attorneys, legal support staff, and administrative staff of the Office, and assist in training and providing support to users, including one-on-one support.
- Work closely with the Defender, to develop strategic plans for technology, to anticipate and respond to changing technological needs, and to budget for and procure technology for the Office.

OPPORTUNITIES & CHALLENGES

Balance

The ability to service 75 plus users, keep all systems up and operating, and simultaneously promote technical advances will be a challenge for the new Computer Systems Administrator.

Large Data Volume

The volume of digital evidence in federal crimes is growing exponentially, as even routine gun or drug cases can now have enormous volumes of digital body camera videos from the arresting officers. The CSA will consider new technologies to store, access and retrieve this evidence for the legal staff in the office and advise the Defender on new data infrastructure systems for this evolving need.

Cloud Storage & Security

As part of the Judiciary, and as a law office that handles confidential client information, cyber security is the highest priority for the Federal Defender's office. Simultaneously, "power users" in the office are anxious to explore cloud-based solutions to better serve district clients, such as collaborative tools including OneNote, or shared data on web-hosted services. Working with FPD national advisors, the CSA will evaluate cloud-based storage solutions and case-management tools and advise the Defender on solutions that maximize efficiency while protecting the integrity of highly confidential information.

Significant Resources

The Defender values the importance of technology as a tool to better serve our mission of defending indigent clients. Significant resources are therefore available to improve and develop new infrastructures, and to experiment with new technological innovations. This position represents an opportunity for a creative technological specialist to advise on and explore new solutions for an important mission.



IDEAL CANDIDATE

Education and Experience:

A high school degree or equivalent, and at least three years of general experience with automated systems, and two years of specialized experience and comprehensive knowledge of computer systems administration principles, practices, methods and techniques. 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 following required experience:



- Microsoft (MS) Windows Server, desktop, laptop, and tablet computer support experience.
- Demonstrated experience with Active Directory and server administration.
- Microsoft Hyper-V Setup and Administration
- MS SharePoint 2013, with collaboration and business process experience.
- MS Windows PowerShell, with experience automating common administrative tasks.
- Microsoft Office Suite 2016, with special emphasis on Word and Excel.
- Microsoft Server Experience 2012 R2 through 2019 (Core & Full) Including the following feature administration tools: ADDS, ADUC, Group Policy, DNS, DHCP, DFS, NPS, Storage Spaces, Print Management, File & Storage Services
- Network Administration: Static Routes, Subnetting, IPv4, NAT, DHCP, VLANs, LACP, VPNs, 802.1x, Radius, STP, RSTP, BPDU Guard, DHCP Snooping, Wireless, Network Troubleshooting Tools.
- OS Deployment Automation using WDS and MDT.
- Windows OS Administration.
- Deployment of Apple iOS devices and applications, such as iPads or iPhones.

- Other Technologies: iDrac, IPMI, RAID, UPS, PowerChute, JBOD, TPM, SNMP, RMM, Ethernet & Fiber Cabling types, Veeam Backup, EndPoint Protection, Firewalls, IPS/IDS.
- Forensic software and Litigation support software, such as Trial Director, Casemap and Summation.
- MS SQL Database, with design, maintenance, and development experience, or similar databases such as Microsoft Access or Filemaker.
- IBM SPSS statistical software.

Necessary Knowledge, Skills and Abilities:

- Proven ability to be dedicated to exploring new technological advances.
- Ability to juggle multiple priorities and be able to manage time appropriately.
- Hands on experience of virtual machines is a plus.
- Ability to be creative and open to various technical alternatives.
- Experience working with vendors and providing direction when necessary.
- Ability to work with others, while having an independent voice on IT matters.
- An understanding of the challenges associated with operating a fully functioning IT operation and enjoys leading that type of challenge, including executing the job with a limited staff.
- The ideal candidate will have network system experience, able to provide sound advice regarding network systems improvements, and be on the cutting edge of computer systems technology.
- The ideal candidate will have a mind for public service, work well with internal clients and enjoy getting out of the office to be hands on.



Candidates may possess any combination of relevant education and experience that demonstrates their ability to perform the essential duties and responsibilities. The ideal candidate will be committed to excellent customer service.

COMPENSATION & BENEFITS

- **\$93,587 - \$144,676 DOQ**
- Health & Life Insurance
- FERS Retirement
- Social Security
- Thrift Savings Plan
- Transit Subsidy Voucher
- Annual Leave
- 10 Holidays
- Sick Leave



FEDERAL PUBLIC DEFENDER
Northern District of California

Please visit:
www.ndcalfpd.org

The Office of the Federal Public Defender – Northern District of California is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **November 2, 2020** (First review, open until filled. Second review on November 15, 2020). Applications and resumes in PDF format will only be accepted electronically. To **apply online**, go to www.prothman.com and click on "**Open Recruitments**", select "**Federal Public Defender – Northern District of California – Computer Systems Administrator**", and click "**Apply Now**", or click [here](#). Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



www.prothman.com
371 NE Gilman Blvd., Suite 310
Issaquah, WA 98027
206.368.0050