



FEDERAL PUBLIC DEFENDER NORTHERN DISTRICT OF WEST VIRGINIA NOTICE OF POSITION VACANCY

Announcement No:	2018-01	Date:	June 4, 2018
No. of Vacancies:	One		Federal Public Defender
Position Title:	Computer Systems Administrator		Northern District of West Virginia
Salary:	\$50,598 - \$87,252		230 West Pike Street; Suite 360
	Commensurate with Experience		Clarksburg, West Virginia 26301
Closing Date:	When Filled		http://wvn.fd.org

POSITION OVERVIEW

The Computer Systems Administrator (CSA) is responsible for the day-to-day operation and support of an integrated Windows network over a Wide Area Network. The CSA installs and updates software; performs preventive maintenance, and analyzes and corrects system failures. The CSA will be jointly responsible for computer systems and network administration, systems security, hardware maintenance and operations support for employing Windows 10 desktops, Surface Pros, Lotus Notes, and Symantec Endpoint Protection. Network security responsibilities include developing procedures for user access, backup routines, disaster recovery, inventory control, and virus spyware protection measures. The CSA duty station will be in Clarksburg, West Virginia, with required travel to staffed Federal Public Defender Offices in Wheeling and Martinsburg as well.

POSITION DUTIES & RESPONSIBILITIES

The CSA performs the following duties:

Local Area Network and IT Management and Support:

- Administers the day-to-day operations and support of assigned IT-based systems or other major systems function (including operational support for computer equipment and associated data communications facilities) to ensure reliable and effective operations.
- Assists in procurement and installation of office automation equipment, conducts site surveys preparatory for installation of computer equipment, computer networks, and associated data communications facilities. Arranges appropriate schedule for delivery and installation of equipment and associated data communications facilities.
- Receives, installs, and tests new and updated software releases of both commercial, Administrative Office of U.S. Courts (AOUSC), and National IT Operations and Application Development (NITOAD).
- Initiates new users to systems. As required, assigns database accounts and passwords, establishes employee and group permissions for different applications, and monitors security protocols.

- Performs training and user support activities such as initial and on-going training programs for staff and users; instructs on new software releases, including locally developed modifications and enhancements; responds to user questions and difficulties and resolving problems.
- Generates and verifies hard disk drives and maintenance of library of hard disk drives, including off-site storage; schedules routine and special purpose report generation cycles.

Administrative Analysis and Support:

- Assists in the development and execution of IT-based system implementation plans (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database security and operating procedures) in support of automation operations, including data processing applications, office automation, and data communications, as assigned.
- Develops and maintains local FDO technical and user documentation for all assigned systems. Develops, documents, and maintains standard operating procedures, as necessary, for installed automation systems.
- Assists in evaluating existing automated functions and makes recommendations on technical and operational changes or enhancements to system configurations, usage and procedures so as to enhance the overall effectiveness of systems and personnel in the FPD office.
- Applies knowledge of the various aspects of litigation support dealing with paper and e- paper, including but not limited to, scanning, OCRing, logical unitization, objective coding, document review, load files, and production.
- The CSA will also perform other duties as assigned. Frequent travel from our Clarksburg, WV headquarters office to two staffed Defender Offices in Wheeling and Martinsburg is required.

Litigation Support:

The CSA will provide litigation support in the management and analyses of paper documents and the FPD scanned documents, the analysis of electronic native files, and preparing and conducting electronic courtroom presentation for hearings or trials. Since litigation support involves the use of computer systems, the CSA coordinates with the defense team.

Litigation support job duties can include, but are not limited to, the following:

- Work with the defense team to develop and recommend appropriate strategies to meet the litigation needs of each individual case and determine specific requirements for discovery and third party evidence collection, review, analysis, production, and presentation of case materials.
- Develop and utilize specific procedures, tools, and techniques to ensure quality control is maintained throughout the litigation process, utilizing good project management practices that include using iterative and adaptive processes that allow for learning and correction.
- Act as discovery manager to understand the volume, format, and content of discovery being received in order to assist the litigation team in selecting the proper tool to host, review, analyze, and use the discovery material. Identify proper tools for working with electronic storage information and paper documents based on the complexity and the volume of data on a case- by-case basis.

- Evaluate the efficiency of litigation support technology throughout the case to ensure that it is responsive to the defense team's needs and that it represent the best methodology available.
- Train end users and administrators on the use of litigation support technology including, but not limited to, tools such as Summation, CaseMap, TimeMap, TrialDirector, PowerPoint, ISYS, Adobe Acrobat Professional, Excel, and all other applications that are needed on a case-by-case basis.
- Keep current on new developments in litigation support technology and recommend additions and modifications to current tools as necessary.

QUALIFICATIONS

This is not an entry level position. To qualify for the CSA position, a person must be a college graduate with at least a Bachelor's Degree and have at least three years of general experience, which provided a working knowledge of automated systems, and two years of specialized experience, and comprehensive knowledge of computer systems science and administration principles, practices, methods and techniques. Specialized knowledge and experience are required in the following areas:

- Microsoft (MS) Windows Server 2012/2016, desktop, laptop, and tablet computer support experience with demonstrated experience with Active Directory and server administration.

Specialized knowledge, skill and experience are preferred in some or all of the following areas. Experience in any of these systems or software should be expressly noted in a list of "Systems / Software" experience contained within your application documents, as described further below:

- MS Windows PowerShell, with experience automating common administrative tasks;
- MS SQL Database, with design, maintenance, and development experience, or similar databases (such as Microsoft Access or Filemaker);
- Microsoft Office Suite 2016/Outlook 2016, with special emphasis on Word and Excel;
- Corel Word Perfect word processing software;
- Litigation support software, such as Trial Director, Casemap and Summation;
- Forensic software, such as Forensic Tool Kit (FTK);
- IBM Lotus Notes;
- Apple iOS devices and applications, such as iPads or iPhones;
- Web design and web programming experience using Drupal;
- Video Conferencing;
- Palo Alto Firewall configuration and maintenance;
- Cisco Meraki Switch configuration and maintenance; and
- Printer/Copiers configuration and maintenance.

All application information is subject to verification, and claimed experience, certifications, training and references will be verified.

BENEFITS

The Federal Public Defender offers a full benefits package that allows an employee to participate in the following pursuant to the written terms of these benefit packages:

- Choice of Medical, Fee for Service and/or Health Maintenance Organizations, some plans with dental and vision benefits attached.
- Group Life Insurance; employee and family coverage available.
- Disability Insurance.
- Long Term Care Benefits for the employee and family.
- Immediate participation in the Thrift Savings Plan (401K) with up to 5% match.
- Federal Employees Retirement System (Pension Program).
- 13 days of accrued vacation leave per year for the first 3 years of employment; increasing after 3 years.
- 13 days of accrued sick leave per year.
- A minimum of 10 federal holidays.
- Flexible spending accounts for healthcare, child dependent care, and commuter programs.

NOTICE TO APPLICANTS

The successful candidate will be subject to a background and fingerprint check as a condition of employment. The Federal Public Defender requires employees to adhere to a Code of Conduct which is available upon request. Equal opportunity employer, women and minorities are encouraged to apply. Direct Deposit is required for payment compensation for employees.

A detailed 8-page Computer Systems Administrator job description as outlined in the Defender Services Office Defender Office Classification System (DOCS) Manual may be found on the Employment page at <http://wvn.fd.org>

Interested applicants should send the following to Brian J. Kornbrath, Federal Public Defender, 230 West Pike Street; Suite 360, Clarksburg, West Virginia 26301:

- Resume;
- Cover Letter;
- Systems/Software list of specific systems and software in which the applicant has significant experience. The degree of experience with the system or software should be described, and any certification or licenses noted. Emphasis on systems and software described in this application encouraged; and
- List of three references.

NO TELEPHONE CALLS PLEASE.

COMPUTER SYSTEMS ADMINISTRATOR

A. DEFINITION

The Computer Systems Administrator is responsible for providing consultation and day-to-day administration and support to FDOs using personal computers (PCs). General duties include training and support for all IT-based data processing, office automation, networking, and data communications processes. The CSA has first line responsibility for providing technical and end-user support for all IT-based systems, and for performing or coordinating all automation support services necessary for the successful operation of IT-based systems. The CSA provides consultation and support to staff attorneys, investigators and paralegals for methods to effectively use PCs in case preparation and presentation. The CSA may supervise information technology subordinates. *The Computer Systems Administrator is a one-of-a-kind position. The Computer Systems Administrator position may not be combined with other positions in a mixed function job. The establishment of a Computer Systems Administrator or reclassification into or out of an existing FDO position to Computer System Administrator requires the approval of ODS.*

B. PRIMARY JOB DUTIES

The CSA performs tasks or supervises tasks such as the following:

1. Local Area Network and IT Management and Support:
 - a. Administers the day-to-day operations and support of assigned IT-based systems or other major systems function (including operational support for computer equipment and associated data communications facilities) to ensure reliable and effective operations.
 - b. Assists in procurement of office automation equipment, conducts site surveys preparatory for installation of computer equipment, computer networks, and associated data communications facilities. Arranges appropriate schedule for delivery and installation of equipment associated data communications facilities.
 - c. Receives, installs, and tests new and updated software releases of both commercial, Administrative Office (AOUSC), and FDO developed systems.
 - d. Initiates new users to systems. As required, assigns database accounts and passwords, establishes employee and group permissions for different applications, and monitors security protocols.
 - e. Performs training and user support activities such as initial and on-going training programs for staff and users; instructs on new software releases, including locally developed modifications and enhancements; responds to user questions and difficulties and resolving problems.

- f. Analyzes system failures to identify the nature and source of the failure and takes corrective action. Consults with AOUSC, other CSAs in FDOs and the federal judiciary, and vendor specialists to isolate, analyze and correct systems faults.
- g. Performs or monitors systems operations and maintenance activities to ensure the daily operation of assigned system(s), to include: preventive maintenance on computers, peripherals, and associated data communications equipment; monitoring hardware maintenance performance and in-house routine housekeeping functions.
- h. Ensures readiness of equipment for operation, monitoring of operations, restoration of operations after failure, and resolution of operational problems. Restores and reconstructs damaged databases.
- i. Generates and verifies disk back-ups and maintenance of library of disk back-ups, including off-site storage; schedules routine and special purpose report generation cycles.
- j. Identifies, analyzes and resolves systems problems/failures, including associated data communications facilities. Acts as liaison with vendor representatives regarding such matters as hardware repair, procurement of supplies, and off-site storage.
- k. Ensures adequate stock of disks and other automation supplies.
- l. Ensures contractors are servicing equipment and associated data processing equipment as provided in maintenance agreements; maintains records of repair and maintenance performed by contractors; reviews invoices for payment prior to submission to administrative assistant or other fiscal officer.
- m. Serves as central point of information and assistance for Defender office automation users on all matters related to equipment and applications.

2. Administrative Analysis and Support:

- a. Assists in determining manual processes to be automated, performing the requisite systems analysis, and conducting feasibility studies to determine potential use of existing or proposed automated systems.
- b. Participates in the execution of the FDO's approved automation implementation plans in such areas as security, quality control, productivity, system growth and enhancement, cost-effectiveness, and personnel, consistent with the *Long Range Plan for Automation in the United States Courts* and other policy directives as issued by the AOUSC.
- c. Assists in the development and execution of IT-based system implementation plans (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database

security and operating procedures) in support of automation operations, including data processing applications, office automation, and data communications, as assigned.

- d. Assists in evaluating existing automated functions and makes recommendations on technical and operational changes or enhancements to system configurations, usage and procedures so as to enhance the overall effectiveness of systems and personnel in assigned FDOs.
- e. Participates in the development and execution of FDO training plans to ensure the effective utilization of installed data processing, office automation, and data communications programs and facilities, coordinating as necessary with the AOUSC, court offices, and supplying vendors.
- f. Develops and maintains local FDO technical and user documentation for all assigned systems. Develops, documents, and maintains standard operating procedures, as necessary, for installed automation systems.
- g. Conducts audits and evaluations of automated systems and existing software applications in assigned subject areas to determine use, performance, response times, adequacy, quality and available capacities. Identifies, analyzes, and corrects problems; makes modifications.
- h. Assists in making presentations and technical briefings for FDO management staff as well as members of the bar on automated systems-related topics.

3. Litigation Support:

Litigation Support (LS) duties, which are incorporated into the Paralegal, Investigator and CSA classifications, in general terms means supporting attorney and legal personnel (litigation team) in the use of technological litigation support tools for the collection, review, analysis, production, and presentation of case materials. Accordingly, some or all of these duties may be handled by a paralegal, investigator, or CSA at any given time depending on an individual office's structure and their staff's skill set.

In federal criminal defense cases, there are three primary ways that litigation support is utilized by FDO staff. The first area is the management and analysis of paper documents and their scanned paper electronic equivalents (e.g. PDFs and TIFFs). The second is the management and analysis of electronically stored information (ESI), also known as electronic discovery, including working with electronic native files. The third area is preparing and conducting electronic courtroom presentations for hearings or trial. Since litigation support involves the use of computer systems, no matter who is doing the task close coordination with the FDO IT Staff is essential.

Litigation support job duties can include, but are not limited to, the following:

- a. Apply knowledge of court rules, local practices, and the Federal Criminal and Civil Rules of Procedure in analyzing litigation support requirements.

- b. Work with the litigation team to develop and recommend appropriate strategies to meet the litigation needs of each individual case and determine specific requirements for discovery and third party evidence collection, review, analysis, production, and presentation of case materials.
- c. Work closely with the litigation team to understand substantive issues of the case so that the most effective tools can be identified and used.
- d. Develop and utilize specific procedures, tools, and techniques to ensure quality control is maintained throughout the litigation process, utilizing good project management practices that include using iterative and adaptive processes that allow for learning and correction.
- e. Coordinate with lead counsel to develop and oversee the workflow and ensure that information captured using the chosen technology is properly communicated to the team and effectively utilized.
- f. Act as discovery manager to understand the volume, format, and content of discovery being received in order to assist the litigation team in selecting the proper tool to host, review, analyze, and use the discovery material. Identify proper tools for working with ESI and paper documents based on the complexity and the volume of data on a case-by-case basis.
- g. Evaluate the efficiency of litigation support technology throughout the case to ensure that it is responsive to the litigation team's needs and that it represents the best methodology available.
- h. Understand the cost and case benefits of tasks handling tasks in-house vs. hiring outside vendors. Assist in assessing and selecting the appropriate vendor for each task.
- i. Oversee and manage vendors' work to ensure that goals, budgets, and deadlines are met.
- j. Apply knowledge of the various aspects of litigation support dealing with paper and e-paper, including but not limited to, scanning, OCRing, logical unitization, objective coding, document review, load files, and production.
- k. Apply knowledge of the various aspects of litigation support dealing with electronic discovery including, but not limited to, the use of Early Case Assessment (ECA) tools, keyword searching, concept searching, de-duplication by hash or "NIST" (removal of files identified by the National Institute of Standards and Technology (NIST), the FBI and other law enforcement agencies as not having evidentiary value), document clustering, email threading, intelligent foldering, native file review, and production.
- l. Apply knowledge of the various aspects of litigation support dealing with courtroom presentations including, but not limited to, the use of courtroom presentation software,

timeline and diagramming applications, and ability to set up and operate audio/video equipment.

- m. Understand network and system requirements in evaluating potential software packages and litigation support tools.
 - n. Be familiar with technology utilized in FDOs to ensure that any new systems introduced for a specific case are compatible with the already existing systems.
 - o. In coordination with appropriate national and local IT staff, design, set up, and administer litigation support computer systems including Evidence Review Platforms (ERPs), databases (typically AccessData's Summation program or a web-hosted review tool), trial presentation software (typically TrialDirector), and any other applicable litigation support technology.
 - p. Be familiar with a variety of hardware, including desktops, servers, laptops, printers, audio-visual devices, and other equipment that is used for litigation support technology.
 - q. Train end users and administrators on the use of litigation support technology including, but not limited to, tools such as Summation, CaseMap, TimeMap, TrialDirector, PowerPoint, ISYS, Adobe Acrobat Professional, Excel, and all other applications that are needed on a case-by-case basis.
 - r. Provide feedback to the National Litigation Support Team on the results of newly implemented technology, work flow processes, and quality of work product produced by outside vendors.
 - s. Keep current on new developments in litigation support technology and recommend additions and modifications to current tools as necessary.
4. Performs all other duties as assigned.

C. ORGANIZATIONAL RELATIONSHIPS

The CSA reports to the Defender, the Administrative Officer, the Supervisory Computer Systems Administrator, or other supervisor as designated by the Defender.

CSAs are required to prepare periodic reports of their work activities and meet regularly with their supervisor to establish the priorities for the office(s).

If the CSA is assigned to provide computer systems support services to more than one FDO, the CSA and his/her supervisor must coordinate the support activities among all affected FDOs. The periodic activity report should include the work of all supported defender offices, and copies of the report should be distributed to all Defenders whose offices are supported by the CSA.

D. QUALIFICATIONS

To qualify for the position of CSA, a person must be a high school graduate or the equivalent and must have the requisite experience outlined in the *Salary and Experience Scale* and *Experience Requirements* sections. The individual must be able to perform each essential job duty satisfactorily. The job requirements are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

E. SALARY AND EXPERIENCE SCALE

DOCS Grade Level	Years of General Experience	Years of Specialized Experience	Total Years of Experience
9	3	2	5
11	3	3	6
12	3	4	7
13	3	5	8

Note: One year of the required experience must have been at, or equivalent to, the next lower grade in federal service. Experience that has not provided training or required the application of the knowledge, skills and abilities outlined in the *Primary Job Duties* section above is **not** creditable experience. Specialized experience may always substitute for general experience but general experience may not substitute for specialized experience.

F. EXPERIENCE REQUIREMENTS

General Experience

Experience that provides evidence the individual has:

- a general understanding of the methods and skills required for accomplishing the tasks outlined in the *Primary Job Duties* section above;
- a general understanding of office confidentiality issues, such as attorney/client privilege;
- the ability to analyze and apply relevant policies and procedures to office operations;
- the ability to exercise good judgment in a mature and diplomatic manner;
- the ability to communicate orally and in writing;
- a general knowledge of computer administration practices and processes;
- the ability to recognize and analyze problems and recommend practical solutions;
- the ability to use a personal computer.

Specialized Experience

Progressively responsible experience in the functional areas described in the *Primary Job Duties* section above. Such experience provides the individual:

- the ability to supervise the work of others (if assigned);
- a comprehensive knowledge of computer systems administration principles, practices, methods and techniques;
- knowledge of continuity of operations planning;
- the ability to identify and evaluate pertinent facts and regulations, policies and precedents;
- skill and judgment in the analysis of systems problems;
- an understanding of criminal law, criminal procedure and evidence;
- experience as a systems administrator performing progressively responsible systems administrator duties;
- the skills and ability to execute the duties of the position.

H. EDUCATIONAL SUBSTITUTIONS

Education above the high school level in accredited institutions may be substituted for the general experience on the basis of one academic year (30 semester or 45 quarter hours) equals nine months of experience.

Completion of all the requirements for a bachelor's degree from an accredited college or university and having met one of the following may be substituted for one year of specialized experience:

1. An overall "B" grade point average equaling 2.9 or better of a possible 4.0.
2. Standing in the upper third of the class.
3. A "B+" (3.5) grade point average or better in major fields of study such as business or public administration, computer science, criminal justice, law, management, or specialized or significant course work in a field closely related to the subject matter of this position.
4. Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honor Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies.

Completion of one academic year (18 semester hours) of graduate study in an accredited university in such fields as business or public administration, computer science, systems administration, criminal justice, law, management or other field closely related to the subject matter of the position, may be substituted for one year of specialized experience.

Completion of a master's degree or two years of graduate study (36 semester hours) in an accredited university in such fields as business or public administration, computer science, systems administration, criminal justice, law, management or other field closely related to the subject matter of the position, or completion of a Juris Doctor (JD), may be substituted for two years of specialized experience.

I. PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described are representative of those required in order for an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the individual is regularly required to sit and talk or hear. The individual frequently is required to use hands to touch, handle, or feel. The individual is frequently required to stand, walk and reach with hands and arms. The individual must frequently lift and/or move up to 50 pounds. Frequent travel to branch offices (or second FDO, if CSA supports more than one district) may be required. The individual will spend most of his/her time in an office environment.