



Federal Defenders of Eastern Washington and Idaho Position Announcement

Computer Systems Administrator (CSA) Spokane, WA

Who we are. We are a Community Defender Organization, making us a non-profit corporation funded by a grant from the federal government. We are not government employees, and our employment status is considered “at will.” The organization’s main office is in Spokane, Washington, with a branch office in Yakima, Washington.

We operate under authority of the Criminal Justice Act (18 U.S.C. § 3006A) to represent individuals who are prosecuted in our federal courts and unable to afford counsel. We are committed to serving the distinct needs of these individuals with a diverse group of dedicated professionals who collaborate with, listen to, and advocate on behalf of one another. We welcome and value individuals of any race, color, religion, ethnicity, national origin, sexual orientation, gender, gender identity or expression, disability, age, veteran status, and other status protected by law.

Job Description. The Computer Systems Administrator (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. Primary responsibilities include Local Area Network (LAN) and IT management support, administrative support, and litigation support for the two offices in the district, described in more detail below.

Local Area Network (LAN) and IT Management Support

- Performs hardware maintenance (i.e. deploying and deconstructing PCs and servers), installs and configures networks and drivers, completes software and firmware updates, and troubleshoots IT concerns.
- Restores and reconstructs damaged databases.
- Maintains data backup infrastructure and disaster recovery solutions to include environmental monitoring, including using enterprise tools to manage, monitor, and secure local server environments.
- Performs desktop hardware installation and support.
- Assists in procurement of office automation equipment and conducts site surveys to prepare for installation of computer equipment, computer networks, and associated data communications facilities.
- Manages and maintains third-party applications in conjunction with vendor support.

- Acts as point of contact for technical issues and serves as an escalation point for problems requiring national IT support.
- Respond promptly and professionally to user support needs, inquiries, and requests, including
 - tracking incidents of service desk tickets.
 - organizing / leading office projects that require IT assistance.
 - assisting with meetings, training sessions, and audio-visual setups; and providing IT orientation to new employees and provisioning equipment for onsite or remote workers

Administrative Support

- Develops and maintains project documentation, such as infrastructure diagrams, installation documentation, upgrade assessments, and knowledge base articles.
- 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.
- Installs, configures, and administers unified endpoint security and asset management software.
- Implements new technologies and work to improve existing technology operations.
- Trains and communicates technical guidance and issues, to both a nontechnical and technical audience.
- Develops procedures for equipment inventory, disposal, and support renewals, in compliance with Judiciary standards and policies.
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Litigation Support

- Oversees and provides technological litigation support tools for the collection, review, analysis, production, and presentation of case materials.

Requirements. To qualify for the CSA position, a person must be a high school graduate or the equivalent and have at least three years of general experience, which provides a working knowledge of automated systems; and three or more years of specialized experience and comprehensive knowledge of computer systems administration principles, practices, methods, and techniques. Candidates must be highly motivated, be detail-oriented, possess strong organizational skills and maintain and protect confidential information. Candidates must also have demonstrated proficiency in mastering and applying new technical skills and concepts, the ability to quickly diagnose and respond to system difficulties, strong client-service orientation, and excellent communication skills. Notwithstanding any educational substitution, candidates must have experience with the following:

- Microsoft Windows Servers (2016, 2019, 2022, Hyper-V), including traditional machines, virtual machines, and physical server-class hardware.
- Microsoft Windows 10/11 desktop, laptop, and tablet administration, including remote and in-person support.
- SAN/NAS storage and backup appliances.
- Mobile device management and support.
- Active Directory user, computer, and group management.
- LAN switch and firewall configuration and administration.

Specialized knowledge, skill, and experience in the following areas are preferred:

- Microsoft 365 products, such as Office Apps and Services, OneDrive, and Microsoft Teams.
- Microsoft Tenant and Dynamics 365 Cloud
- Hyper-V virtualization administration, including installation, configuration, replication, and troubleshooting.
- Coordinating with users, at all technical levels, to manage workflow and to be sure that information captured using certain technologies is properly communicated to the team and effectively used.

The ability to lift 50 pounds and occasional travel, including overnight travel, is required. Occasional after-hour support in response to user support, outages, or local building maintenance is **required**.

Salary and benefits. This full-time position salary commensurate with experience and qualifications:

JSP Grade 11 3yrs General & 3yrs Specialized Experience(\$75,068-\$97,593)

JSP Grade 12 3yrs General & 4yrs Specialized Experience (\$89,974-\$116,969)

JSP Grade 13 3yrs General & 5yrs Specialized Experience (\$106,991-\$139,091)

You will be eligible for benefits, including the following: 1) health; 2) vision; 3) dental; 4) life insurance/AD&D & long-term disability; 5) flexible savings account; 6) 403(b) Retirement Plan; 7) eleven paid federal holidays; 8) thirteen days of paid annual sick leave; and 9) thirteen days of paid annual vacation (the rate of paid vacation leave increases based on years of service).

Salary is paid semi-monthly (mid-month and end-of-month) via direct deposit

To apply. If you're interested in applying to join our team, please send a cover letter, resume, a list of three professional references, to the following e-mail:

Email: wae_employment@fd.org
Subject Line: CSA Position
Closing Date: Position open until filled

No telephone calls. Only applicants selected for an interview will be contacted. The interview process will be discussed with selected applicants. **In Person Interviews preferred.**

This position is subject to the availability of federal funding.

We are an equal opportunity employer and encourage people from diverse backgrounds to apply.