

## **ASSISTANT COMPUTER SYSTEMS ADMINISTRATOR**

### **A. DEFINITION**

The Assistant Computer Systems Administrator (Assistant CSA) provides specialized and routine user support services, including training; resolves hardware, software, peripheral equipment, and data communications systems problems. The Assistant CSA provides assistance to the Computer Systems Administrator (CSA) and receives technical guidance from the CSA. ***This position may be authorized for FDOs requiring more than one automation support position. However, it is only available to organizations that are authorized a CSA.*** *The Assistant Computer Systems Administrator position may not be combined with other positions in a mixed function job. The establishment of an Assistant Computer Systems Administrator or reclassification into or out of an existing FDO position to Assistant Computer System Administrator requires the approval of ODS.*

### **B. PRIMARY JOB DUTIES**

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

1. Assists in planning and implementing Defender office training programs in the areas of computer literacy, use of automated systems, and use of applications software.
2. Develops schedules and conducts formal classroom and informal training sessions. Determines content of and prepares instructional materials; prepares training and reference manuals. Provides follow-up and confirmation instruction and provides special assistance and consultation to users as necessary.
3. Works closely with the CSA and the Defender in defining and carrying out automation training plans and procedures.
4. Prepares and gives presentations to FDO staff and others to ensure proper usage and understanding of automated equipment and systems.
5. Assists in installation and testing of new and updated software releases, including locally developed modifications and enhancements, in cooperation with the AOUSC; gives users instruction on new releases, as required.
6. Answers user questions, traces and identifies sources of processing failures and procedural errors, and provides technical advice. Assists users experiencing difficulties in the use of software and resolves such problems. Consults with AOUSC and vendor specialists to isolate, analyze and correct system faults.
7. In conjunction with SCSA or CSA, serves as central point of information and assistance for Defender office automation users on all matters related to equipment and applications.

8. Assists CSA in the development of applicable procedures and standards pertaining to computer users.
9. Assists in developing local Defender office technical and user documentation for all systems.
10. Assists in systems maintenance activities.
11. Assists in conducting audits and evaluation of automated systems and existing software applications in assigned subject matter areas.
12. Assists in making presentations and technical briefings for FDO management staff as well as members of the bar on automated systems-related topics.
13. Assists staff attorneys, investigators and paralegals with the preparation of matters for trial and appeal using IT-based automation applications such as databases, spreadsheets, text indexing and presentation graphics.
14. Periodically audits installed software to ensure compliance with commercial licensing requirements.
15. Designs, develops, tests, and implements internet, intranet, and extranet activities, including the technical management of websites.
16. Assists the CSA 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.
17. 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.
5. Performs all other duties as assigned.

### C. ORGANIZATIONAL RELATIONSHIPS

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

Assistant 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 Assistant CSA is assigned to provide computer systems support services to more than one FDO, the Assistant CSA and CSA must coordinate the support activities among the FDOs where assigned. The periodic activity report should include the work of all supported defender offices and a copy of the report distributed to all Defenders whose offices are supported by the CSA.

### D. QUALIFICATIONS

To qualify for the position of Assistant 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.

**PROFESSIONAL INTERNSHIP:** This position may be considered entry into a specialized career track for recent graduates of a college or technical school of recognized standing. Should the most desirable candidate for this position be a new graduate without the requisite years of general and specialized experience, s/he can be hired into a one- or two-year Internship. A candidate with a bachelor's degree or 3 years of general experience, but without the requisite specialized experience would qualify for a grade 5 level. After one year in the internship, the intern would qualify for a grade 7 level. Alternatively, interns with the requisite qualifications could begin a one-year internship at a grade 7 level. Employees hired into an Internship must receive direct supervision from the on-staff specialist in this field of work. An Intern-level employee is hired at either the grade 5 or 7. Professional Interns may receive a Within Grade Increase when eligible, but do not qualify for promotion into a grade 9 or higher DOCS Grade Level until completion of the requisite number of years of general experience and specialized experience listed in the job description.

### E. SALARY AND EXPERIENCE SCALE

DOCS Grade Level	Years of General Experience	Years of Specialized Experience	Total Years of Experience
INTERNSHIP: 5	3	0	3
INTERNSHIP: 7	3	1	4
9	3	2	5
11	3	3	6
12	3	4	7

**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**

**Note:** 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.

### **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:

- 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.

## **G. 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.

## **H. 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 ACSA supports more than one district) may be required. The individual will spend most of his/her time in an office environment.