IT SPECIALIST

SYSTEMS ADMINISTRATOR AND CUSTOMER SUPPORT

At the Federal Bureau of Investigation (FBI), information technology (IT) specialists act in a system administration and customer support capacity to monitor and maintain all hardware and software necessary to accomplish the FBI's mission of protecting the American people and upholding the U.S. Constitution.

An Inside Look

IT specialists support FBI facilities with the implementation and daily operations of computer systems, telecommunications, printers, and other IT and peripheral equipment while providing maintenance as needed. They must understand Internet Protocol (IP), computer hardware, operating systems, and mobile device configuration and maintenance. These professionals work within our 56 field offices and Washington, D.C., headquarters, but may be required to travel to resident agencies (RAs), regional locations, or temporary duty (TDY) assignments for special projects or additional training.

In addition, FBI IT specialists perform a variety of on-site and remote duties related to online systems software. This includes troubleshooting and resolving IT issues as needed, as well as providing feedback to the problem's source. They also may be tasked to assist in testing new equipment or software.

Additional Duties

FBI IT specialists also:

- Assist senior IT specialists in overseeing online information systems.

- Provide technical support and user training.

- Install, upgrade, and maintain computer hardware and software systems.

- Test new equipment and software.

- Record and report diagnostic failures.

- Maintain computer equipment inventory.

- Collaborate in team environments to resolve IT issues.

Note: Duties may vary based on assigned location.

Computer/Electronic Architecture

The FBI Information and Technology Branch offers six IT-focused programs:

- Computer Architecture/Electronics Principles

- Server Systems Administration

- User Account Access and Control

- IT Systems Lifecycle Management

- IP-based Communications Networks (LAN/WAN)

- Mobile Computing Capabilities