



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

AN FBI CAREER IS ALL ABOUT DEDICATION

While both challenging and rewarding, there are specific entry requirements to join the FBI. Those who complete the process become part of a dedicated team that keeps our country safe.

Eligibility Requirements

- Be a U.S. citizen
- Be able to obtain a Top Secret Sensitive Compartmented Information (SCI) Clearance
- Be in compliance with the FBI Employment Drug Policy
- Have a bachelor's degree or higher from a U.S.-accredited college or university
- Possess a valid driver's license
- Have the physical ability to lift and carry 50 lbs

Automatic Disqualifiers

- Non U.S. citizenship
- Conviction of a felony
- Violation of the FBI Employment Drug Policy
- Drug use while holding a clearance
- Default on a student loan issued by the U.S. government
- Failure of an FBI-administered drug test
- Failure to register with the Selective Service System (males only)
- Knowingly or willfully engaged in acts or activities designed to overthrow the U.S. government by force
- Failure to pay court-ordered child support
- Failure to file income tax returns

Applicant Process

1 Inform & Apply

Visit [FBIJobs.gov](https://www.fbi.gov/jobs) to view careers and open positions.

2 Interview & Selection

Be advised that the hiring process can take a year or more.

3 Conditional Job Offer & Background Investigation

Once accepted, undergo a thorough background investigation.

4 Final Job Offer

Upon hire, attend the FBI Academy in Quantico, VA, for a short new employee introduction course.



[fbijobs.gov](https://www.fbi.gov/jobs)

The FBI is an equal opportunity employer.
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