



# ICE Careers



U.S. Immigration  
and Customs  
Enforcement

**We are fully committed to inclusive diversity as it enhances the Department's ability to engage with the public it serves, and to recruit top-tier talent.**

**We do not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.**

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# U.S. Immigration and Customs Enforcement

## WHO WE ARE

ICE was created in 2003 through a merger of the investigative and interior enforcement elements of the former U.S. Customs Service and the Immigration and Naturalization Service. The agency has an annual budget of approximately \$6 billion, primarily devoted to three operational directorates – Homeland Security Investigations (HSI), Enforcement and Removal Operations (ERO) and the Office of the Principal Legal Advisor (OPLA). A fourth directorate – Management and Administration (M&A) – supports the three operational branches to advance the ICE mission.



## Preventing Terrorism

ICE stands at the forefront of our nation's efforts to strengthen border security and prevent the illegal movement of people, goods, and funds into, within, and out of the United States. The agency's broad investigative authorities are directly related to our country's ongoing efforts to combat terrorism at home and abroad. HSI and ERO are recognized as essential partners in numerous national and international task force operations that target terrorist activities and are dedicated to investigating, prosecuting, and removing human rights violators and war criminals to prevent the U.S. from becoming a haven for these offenders.

## ENFORCEMENT AND REMOVAL OPERATIONS (ERO)

The ERO directorate upholds U.S. immigration law at, within, and beyond our borders. ERO's work is critical to the enforcement of immigration law against those who present a danger to our national security, are a threat to public safety, or who otherwise undermine the integrity of our immigration system.

## Immigration Enforcement

Securing our nation's borders and safeguarding the integrity of our immigration system is a primary focus of ICE officers and agents throughout the country. Immigration enforcement is the largest single area of responsibility for ERO and is a critical component of the overall safety, security, and well-being of our nation.

While ERO has significant assets near the border, the majority of its immigration enforcement mission takes place in the interior of the country. To accomplish ICE's important immigration enforcement objectives, ERO coordinates closely with law enforcement partners within the U.S. and around the world. One of the most notable law enforcement coordination and partnership efforts within ERO involves the biometric and biographic identification of priority noncitizens who are incarcerated within federal, state, and local prisons and jails.

ERO develops investigative leads and provides support in locating and arresting foreign nationals wanted for crimes committed abroad who are now at-large in the U.S. through partnerships with foreign law enforcement partners including INTERPOL and the ICE Attaché corps.





## **HOMELAND SECURITY INVESTIGATIONS (HSI)**

HSI is the principal investigative component of DHS with more than 8,500 employees, including nearly 6,500 special agents and 700 intelligence analysts who are assigned to hundreds of cities throughout the U.S. and more than 60 offices around the world. HSI has broad legal authority to investigate all types of cross-border criminal activity.

### **Combating Transnational Crime**

As one of the country's premier federal law enforcement agencies, ICE is dedicated to detecting and dismantling transnational criminal networks that target the American people and threaten our industries, organizations and financial systems. Combating cross-border criminal activity is the largest single area of responsibility of HSI, and is a critical component of the overall safety, security, and well-being of our nation.

HSI investigates criminal enterprises that engage in a broad range of illicit activity including narcotics trafficking, human trafficking, gang violence, money laundering and other financial crimes, intellectual property theft, and customs fraud. HSI also investigates a broad range of cybercrime, including child exploitation in a commitment to securing both physical and virtual borders.



## **OFFICE OF THE PRINCIPAL LEGAL ADVISOR (OPLA)**

The Office of the Principal Legal Advisor is the largest legal program in DHS, with more than 1,100 attorneys and 350 support personnel. By statute, OPLA serves as the exclusive representative of DHS in immigration removal proceedings before the Executive Office for Immigration Review, litigating all removal cases including those against noncitizens, terrorists, and human rights abusers. OPLA also provides a full range of legal services to ICE programs and offices. OPLA provides legal advice and prudential counsel to ICE personnel on their customs, criminal, and immigration law enforcement authorities, the Freedom of Information Act and Privacy Act, ethics, legal liability under the Federal Tort Claims Act, and a range of administrative law issues, such as contract, fiscal, and employment law. OPLA represents the agency before the Merit Systems Protection Board, the Equal Employment Opportunity Commission, and the Board of Contract Appeals. OPLA attorneys provide essential support to the Department of Justice in the prosecution of ICE cases and in the defense of ICE's authorities in federal court.



## **MANAGEMENT AND ADMINISTRATION (M&A)**

The Office of Management and Administration directs the development, coordination, and execution of overall ICE management and administrative policy and planning. This responsibility includes directing the ICE strategic planning process, financial management activities, personnel management and security programs, administrative support services, and information resources programs.

# ICE Career Opportunities

Here are some of the jobs available at ICE. Please continue to check USAJOBS regularly for new job announcements.

## ENFORCEMENT AND REMOVAL OPERATIONS (ERO)



### Deportation Officer

Deportation officers manage all aspects of the immigration enforcement process, including the identification and arrest, transportation, detention, case management and removal of noncitizens. Deportation officers conduct legal research to support decisions on removal cases and assist attorneys in representing the government in court actions.

### Detention and Deportation Officer

Detention and deportation officers help secure our nation's borders and safeguard the integrity of our immigration system by establishing goals and long-range plans for, as well as management and oversight of, nationwide detention and removal programs. They conduct legal research to support decisions on removal cases and assist attorneys in representing the government in court actions. They work with other federal law enforcement officials to identify, locate and arrest noncitizens and are responsible for ensuring their physical removal from the United States. They prepare, present and defend cases at removal proceedings.



### ICE Health Service Corps

The ICE Health Service Corps (IHSC) comprises a diverse workforce of more than 1,700 employees that includes U.S. Public Health Service (PHS) Commissioned Corps officers, federal civil servants, and contract health professionals who administer and manage all activities related to the health care of individuals under detention in ICE custody.

IHSC employs highly trained and experienced physicians, advanced practice providers, nurses, dentists, pharmacists, behavioral health providers, technicians, administrators, program analysts and managers, and others.

IHSC is the only entity within ICE responsible for providing direct care. IHSC is committed to providing health care services to reduce global disease and support the safe apprehension, enforcement, and removal of individuals who have been detained involved in immigration proceedings.



## HOMELAND SECURITY INVESTIGATIONS (HSI)

### Criminal Investigator

Criminal investigators, also referred to as special agents, conduct criminal and civil investigations involving national security threats, terrorism, drug smuggling, child exploitation, human trafficking, illegal arms export, financial crimes, identity fraud, benefit fraud, commercial fraud and more. Special agents may have the opportunity to work regularly with federal, state, and local law enforcement agencies including the Federal Bureau of Investigation (FBI), Drug Enforcement Administration (DEA) and U.S. Marshals Service as well as state police and county sheriff's departments. In addition, special agents may have the opportunity to participate on special task forces or fugitive operations teams.

### Technical Enforcement Officer

Technical enforcement officers (TEO) work with criminal investigators on active criminal investigations and apply advanced investigative techniques to gather evidence and intelligence that facilitate prosecuting violations of U.S. criminal law. They provide extensive expertise in planning and executing the electronic surveillance phase of major investigative and enforcement operations.

They serve on high-risk special operations teams and make covert court-ordered entry onto the property of targets of criminal investigations to install equipment to collect evidence. They also serve as technical authorities and provide training and guidance to journey-level technical enforcement officers, special agents and other law enforcement officers engaged in electronic surveillance and investigative work.



### Cybercrime

As the largest investigative agency in DHS, ICE is charged with protecting national security by enforcing the nation's immigration and customs laws. One of ICE's leading priorities in this mission is combating criminal activity conducted on or facilitated by the internet. The ICE Cyber Crimes Center (C3) is responsible for delivering computer-based technical services to ICE components in support of domestic and international investigations into cross-border crime. C3 brings together the Child Exploitation Section, the Computer Forensics Section and the Cyber Crimes Section in a state-of-the-art center that offers cybercrime support and training to federal, state, local and international law enforcement agencies. C3 also includes a fully equipped Computer Forensic Laboratory, providing specialized digital evidence recovery. In addition, C3 offers training in computer investigative and forensic skills.

### Seized Property Specialist

Seized property specialists (SPS) are the evidence custodians for HSI. They secure evidence ensuring integrity of the chain of custody for evidence and seized property. The SPS position is an armed position but does not have arrest authority.

### SAC Intelligence Programs

The SAC Intelligence Programs (SIPs) provide tactical, operational and region-specific strategic intelligence in support of HSI investigations. Each SIP program is headed by a chief intelligence officer, who manages the intelligence flow, coordination and connectivity with HSI intelligence. There are currently 26 domestic SIPs assigned under the existing HSI SAC offices throughout the nation.

## **MANAGEMENT AND ADMINISTRATION (M&A)**

### **Mission Support Specialist**

Mission support specialists serve as advisors to management, performing work in support of an assigned office. They perform and coordinate a variety of administrative and management services essential to the operation of the office including, but not limited to; budget, acquisition, training, logistics, property, records management, travel, human resources, and time and attendance.

### **Management and Program Analyst**

Management and program analysts advise management on the effectiveness of programs and operations and/or the productivity and efficiency of an assigned organizational component. Using knowledge of the programs, policies, analytical and evaluative methods, gained through experience in the position, they provide objectively based information for making decisions on the administrative and programmatic aspects of operations and management.

### **Information Technology Professionals**

IT professionals can find various job opportunities at ICE. Some of these occupations include cybersecurity, IT field operations, tactical communication, software development, network and infrastructure services, applications and enterprise services, data management, portfolio delivery, and customer support.

### **Human Resource Professionals**

Human resource specialists provide the vital infrastructure necessary for successful agency operations, by helping ICE deliver a variety of human capital services to attract, recruit, hire and support one of the most dynamic law enforcement missions in the federal government. Job opportunities include; recruitment, staffing, benefits, policy, classification and position management, employee and labor relations.

### **Finance Professionals**

The mission of the ICE Office of the Chief Financial Officer (OCFO) is to provide effective and efficient management of ICE resources by implementing best business practices and by linking strategic planning, budgeting and performance reporting. Finance professionals can find a range of job opportunities within OCFO including accountant, budget analyst and financial program specialist.

### **Contract Specialists**

Contract specialists solicit, administer, close-out and terminate purchase orders and contracts. They acquire a wide variety of commodities. A contract specialist may also purchase a variety of service contracts, develop, implement and review contracting plans and provide technical advice, guidance and legal interpretation in all areas of contracting.

### **Budget Analyst**

A budget analyst guides program offices in developing, recommending, interpreting and implementing budgetary financial policies and estimating funding needs. They also monitor the obligation and expenditure of funds to ensure that funds are authorized properly allocated and obligated in a timely manner.

### **Public Affairs Specialists**

Public affairs specialists assist in the development of communication strategies and the implementation of strategies to support ICE's messages. They engage in elements of media operations to ensure a free flow of information to the public. Public affairs specialists can perform duties such as videographers, graphic designers, writers, and digital engagement.



## OFFICE OF PROFESSIONAL RESPONSIBILITY (OPR)

The ICE Office of Professional Responsibility upholds the agency's standards for integrity and professionalism. As a key part of that responsibility, OPR investigates allegations of misconduct involving ICE employees. In cases of potential misconduct, OPR prepares reports of its investigations for possible judicial or management action. OPR also provides independent reviews of ICE programs and offices, adjudicates ICE background investigations and issues security clearances for all prospective and current ICE employees and contract staff.

### Inspections and Compliance Specialist

Inspections and compliance specialists make vital contributions to the agency's mission as their work identifies and minimizes operational risks to the implementation of ICE's law enforcement mission. They also identify best practices in implementing the agency's operational and administrative responsibilities.

### Personnel Security Specialist

The Personnel Security Unit (PSU) is responsible for managing the ICE Personnel Security and Suitability program, as well as the Industrial Security and Continuous Evaluation programs. A multi-layered approach is used for making determinations on whether applicants, employees, and contractors meet fitness, suitability, security, and special programs access requirements in accordance with all federal regulations, policies, and guidelines.

## OFFICE OF THE PRINCIPAL LEGAL ADVISOR (OPLA)

### Attorney

Attorneys help enforce the immigration and customs laws of the United States. The duties of the assistant chief counsel position in the field consist primarily of representing the U.S. government in removal proceedings before Immigration Judges, frequently involving applicants for asylum or other forms of relief under immigration laws. The position also involves appellate advocacy before the Board of Immigration Appeals, including the preparation of briefs and other pleadings.



### Legal Assistant

Legal assistants create a foundation for attorneys during immigration court by developing, organizing, and maintaining immigration and criminal file materials and research aids. They support attorneys by researching and gathering data on case precedents, status of noncitizens, criminal records and background checks, locating noncitizens' files (A-files), cases on detained and non-detained dockets, status of appeals and motions for immigration court cases. They assist attorneys in preparing correspondence and basic motions; and provide documents in response to requests from various offices.

### Mail and File Clerk

Mail and file clerks are the correspondence logistical point of contact of the office. They process a variety of incoming and outgoing mail in accordance with agency and postal service requirements and interact with all levels of staff. Mail and file clerks use a case management system to update, locate and route A-files for use by attorneys. They perform general office duties such as sort bulk mail, reroute misdirected mail, date stamp mail, and screen for priority items.

# Student Programs

Students at ICE have several opportunities to begin a career: the Pathways programs include an Internship program, a Recent Graduates program and a Presidential Management Fellows program. ICE also has a Student Volunteer program, Secretary's Honors program and Cyber Student Volunteer initiative.

## PATHWAYS PROGRAMS

The Recruiting and Hiring Student and Recent Graduates Executive Order 13562 established the Internship program and Recent Graduates program, which, along with the Presidential Management Fellows program, are collectively known as the Pathways programs. ICE Pathways programs provides opportunities for students and recent graduates to be considered for paid Federal employment. ICE will post Pathways programs (Internship and Recent Graduate) opportunities on [www.usajobs.gov](http://www.usajobs.gov) as they become available.

## STUDENT VOLUNTEER PROGRAM

ICE offers unpaid volunteer opportunities to students in high school and college. These opportunities can provide work experience related to their academic program, while allowing the volunteer to explore career options, as well as develop their personal and professional skills. As a student volunteer, exposure to the federal work environment allows them to learn about our mission(s) and responsibilities of various program offices within ICE. Volunteer opportunities can be found on [www.usajobs.gov](http://www.usajobs.gov) or schools careers page(s).

# Veterans Opportunities

Some of the benefits for veterans at ICE include military buy back opportunities and accelerated leave hours. Veterans at ICE can choose one of several career tracks such as: attorney, contract specialist, human resources, law enforcement, mission support, public affairs, as well as many others. Veterans are also eligible for a temporary assignment/internship program developed by the Department of Defense called Operation Warfighter. The program is for service members who are convalescing at military treatment facilities. The program provides recuperating service members with meaningful activity outside of the hospital environment and offers a formal means of transition back to the military or civilian workforce.

Once separated and eligible from the Veterans Administration, Vocational Rehabilitation program veterans can intern under the non-paid work experience program, once approval is granted by the vocational rehabilitation counselor. ICE appoints veterans using the special hiring authorities such as; Veterans Recruitment Authority (VRA); 30% or more, and Schedule A for persons with a disability. For more information on veterans opportunities, email [veterans.ice@ice.dhs.gov](mailto:veterans.ice@ice.dhs.gov).

# Individuals with Disabilities

ICE is driven to achieving an inclusive, well-qualified, and diverse workforce that possess the skills and attributes necessary to achieve the ICE mission. In doing so, ICE promotes hiring of individuals with disabilities (IWD) and individuals with targeted disabilities (IWTD) using the Schedule A hiring authority. Schedule A refers to a special hiring authority that gives federal agencies an optional, and potentially quicker, way to hire individuals with disabilities. Applying under Schedule A offers an exception to the traditional competitive hiring process. You can apply for jobs using Schedule A, if you are a person with a disability.

To be eligible for Schedule A, you must provide a Schedule A letter. You can get this letter from your doctor, a licensed medical professional, a licensed vocational rehabilitation specialist, or any federal, state, or local agency that issues or provides disability benefits.

# Benefits

ICE offers competitive salaries and an attractive benefits package that includes; health care, dental, vision, life and long-term care insurance, retirement plans, Thrift Savings Plan (like a 401(k)), flexible spending account, employee assistance program, as well as personal and sick leave days and paid federal holidays.

Other benefits may include; flexible work schedules, telework, tuition reimbursement, transportation subsidies, health and wellness programs and access to fitness centers. ICE is committed to employee development and offers a variety of training and developmental opportunities.

- Competitive pay (including locality pay)
- Paid time off
  - 13-26 days annual leave accrued per year
  - 13 days of sick leave accrued per year
  - 10 federal holidays per year
- Health insurance
  - Federal Employees Health Benefits program
  - Federal Employees Dental and Vision Insurance program
  - Federal Flexible Spending Account program
  - Federal Long-Term Care Insurance program
- Life insurance
- Retirement
  - Thrift Savings Plan
  - FERS Basic Annuity
  - Social Security

## ICE IS HIRING - APPLY TODAY



INTEGRITY | COURAGE | EXCELLENCE

[www.ice.gov/careers](http://www.ice.gov/careers)



# Frequently Asked Questions (FAQs)

## **Q: What is the difference between ICE and U.S Customs and Border Protection (CBP)?**

**A:** ICE and CBP are both components of the Department of Homeland Security; CBP enforces customs and immigration law at and near the border and ICE enforces customs and immigration laws at the border as well as in the interior of the United States. CBP is charged with keeping terrorists and their weapons out of the U.S. while facilitating lawful international travel and trade. ICE is responsible for protecting America from the cross-border crime and illegal immigration that threaten national security and public safety.

## **Q: What are the daily activities of an ERO deportation officer?**

**A:** Deportation officers use smart, efficient strategies and tactics to manage all aspects of the immigration enforcement process, including the identification and arrest, transportation, detention, case management and removal of noncitizens. Deportation officers also conduct legal research to support decisions on removal cases and assist attorneys in representing the government in court actions. Deportation officers work with other federal law enforcement officials to identify, locate and arrest noncitizens.

## **Q: What are the daily activities of an HSI special agent?**

**A:** Special agents use their legal authorities to investigate immigration and customs violations such as human rights violations; narcotics trafficking; weapons smuggling and the smuggling of other types of contraband; financial crimes; cybercrimes, human trafficking; child pornography; intellectual property violations, commercial fraud; export violations; and identity and benefits fraud. Special agents also conduct national security investigations aimed at protecting critical infrastructure vulnerable to sabotage, attack, or exploitation. In addition to domestic criminal investigations, HSI oversees ICE's international affairs operations and intelligence functions.

## **Q: What characteristics does ICE look for in a law enforcement officer applicant?**

**A:** ICE is looking for individuals with integrity and courage. ICE is interested in hiring law enforcement personnel who aspire to the highest standards of performance, professionalism and leadership. Deportation officers and special agents must be in excellent physical condition, able to tolerate environmental stresses and have strong critical thinking skills. ICE employees should be committed to its mission to protect America from cross-border crime and illegal immigration that threaten national security and public safety.

## **Q: Does the agency require previous law enforcement experience?**

**A:** For entry level positions GS 5-7 there is not a requirement for previous law enforcement experience; however, you must meet the educational requirements for the grade of the position if you have no previous experience. You can also have a combination of education and experience that can satisfy the requirement. Senior level positions have an experience requirement.

## **Q: Is there an age minimum for ICE law enforcement positions?**

**A:** There are age requirements for some law enforcement positions at ICE. For example:

- Criminal investigator candidates must be referred for selection prior to their 37<sup>th</sup> birthday (waived for preference-eligible five-point veterans or those who have previously served in a federal civilian law enforcement position).
- Deportation officers must be referred for selection prior to their 40<sup>th</sup> birthday (waived for preference-eligible veterans or those who have previously served in a federal civilian law enforcement position).

The full list of FAQs can be found at: [www.ice.gov/careers/faqs](http://www.ice.gov/careers/faqs)

or scan this QR code >



## **Q: How does ICE evaluate a candidate for employment?**

**A:** Prospective employees will begin by completing an application on [www.usajobs.gov](http://www.usajobs.gov). ICE has established a five page limit on applicant resumes for all ICE vacancy announcements. If applicants submit a resume that exceeds the five-page limit, they will not be deemed ineligible for that reason alone; however, only the first five pages of the resume will be considered to determine if an applicant meets the minimum qualifications of the position. Once it is determined that the minimum qualifications have been met, the candidate may undergo a background investigation, medical exam, drug test, fitness test, battery testing, and structured interview before a tentative offer of employment is made.

## **Q: Is there a cost or fee to apply for a job at ICE?**

**A:** No, there is no cost or fee to apply for a job with ICE.

## **Q: How long is the application and hiring process at ICE?**

**A:** The length of the hiring process can take four to 52 weeks. In some cases, the process may be shorter or longer.

## **Q: What can I expect after I have applied for a job with ICE?**

**A:** Once you submit your application, ICE will assess your experience and training, identify the best qualified applicants and refer those applications to the appropriate hiring managers for further consideration and interviews. We will notify you via email the outcome after each of these steps has been completed. In addition, your status will be updated on your USAJOBS account throughout the process.

## **Q: Are applicants for law enforcement positions required to pass a polygraph test during the application process or after they are hired?**

**A:** Polygraphs are risk based. This means that during your background investigation there may be information found that warrants a polygraph to determine suitability for employment.

## **Q: Are applicants required to take a drug test during the application process or after they are hired?**

**A:** Yes. Executive Order 12564 requires all federal employees to refrain from the use of illegal drugs on and off duty. All ICE applicants who are tentatively selected must satisfactorily complete a drug test as a mandatory condition of employment. ICE schedules and pays for these drug tests. All ICE employees are subject to the random drug testing program throughout their career.

## **Q: What is the ICE training process?**

**A:** The training process for ICE jobs varies, depending on the occupational series. Certain law enforcement positions require training at the Federal Law Enforcement Training Center (FLETC). Requirements vary based on the law enforcement position. For other occupational series within ICE, there may be requirements for on-the-job training or training classes. When applying for a position with ICE, please read the job opportunity announcement for any specific training requirements.

## **Q: If hired, are employees allowed to choose their duty station or location?**

**A:** Duty location(s) will be identified within the vacancy announcement on [www.usajobs.gov](http://www.usajobs.gov) with some vacancies offering the opportunity for multiple locations. For ICE entry level law enforcement positions, applicants will be given an opportunity to list a location of preference, however they may be considered for other locations.

## **Q: If hired, will ICE pay moving expenses?**

**A:** Paying for a potential employee to move is at the discretion of the hiring office, therefore each position listed on USAJOBS will indicate if moving expenses may be offered.

## **Q: Where may I find and apply for ICE jobs?**

**A:** ICE jobs are posted on [www.usajobs.gov](http://www.usajobs.gov), a hiring portal for the U.S. government. If you are a member of the public, the first step in applying for a position at ICE is to create a USAJOBS profile at [www.usajobs.gov](http://www.usajobs.gov), and regularly search for ICE jobs that are listed as “open to the public (all sources).”

# Helpful Resources

**ICE Careers FAQs:**

[www.ice.gov/careers/faqs](http://www.ice.gov/careers/faqs)

**ICE Twitter:**

[twitter.com/ICEgov](https://twitter.com/ICEgov)

**USAJOBS:**

[www.usajobs.gov](http://www.usajobs.gov)

**USAJOBS:**

[www.usajobs.gov/help](http://www.usajobs.gov/help)

**USAJOBS FAQs:**

[www.usajobs.gov/Help/faq](http://www.usajobs.gov/Help/faq)

**Feds Hire Vets:**

[www.fedshirevets.gov](http://www.fedshirevets.gov)

**Office of Personnel Management (OPM):**

[www.opm.gov](http://www.opm.gov)

**Federal Government Resume Assistance:**

[www.usajobs.gov/Help/how-to/account/documents/resume/build/](http://www.usajobs.gov/Help/how-to/account/documents/resume/build/)

**General recruiting questions:**

[NRR\\_Recruiting@ice.dhs.gov](mailto:NRR_Recruiting@ice.dhs.gov)

**ICE Career website:**

[www.ice.gov/careers](http://www.ice.gov/careers)

**ICE Cybercrimes:**

[www.ice.gov/cyber-crimes](http://www.ice.gov/cyber-crimes)

**ICE Hires Veterans:**

[www.ice.gov/careers/veterans](http://www.ice.gov/careers/veterans)

**Office of the Principal Advisor (OPLA):**

[www.ice.gov/opla](http://www.ice.gov/opla)

**DHS Careers:**

[www.dhs.gov/homeland-security-careers](http://www.dhs.gov/homeland-security-careers)







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