

Vacancy Announcement



U.S. Embassy Iraq

ANNOUNCEMENT NUMBER: 10-70	SUBJECT: Computer Management Assistant (Erbil), FSN-9	DATE: 12-23-10
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OPEN TO: All Interested Candidates/All Sources

FROM: Human Resources Office

POSITION: Computer Management Assistant (Erbil), FSN-9; FP-5*

OPENING DATE: December 23, 2010

CLOSING DATE: **January 6, 2011**

WORK HOURS: Full time: 40 hours/week

SALARY: *Ordinarily Resident (OR): 29,900 USD p.a. (Starting Basic salary)
(Position Grade: FSN-9)

*Not-Ordinarily Resident (NOR): 50,043 USD p.a. (Starting Basic salary)
(Position Grade: FP-5)

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Baghdad is seeking an individual to fill the position of **Computer Management Assistant** at the Regional Reconstruction Team office in **Erbil, Iraq**.

BASIC FUNCTION OF THE POSITION

This position provides key technical support for the full range of IT operational, technical and systems support to Consulate staff on the use of an array of computer and system resources. This includes WAN, LAN, Server, Workstation, Router, applications, trouble-shooting, and end user training. He/She will resolve customer IT issues telephonically or via remote diagnostic tools without on-site intervention. .

A copy of the complete description of all duties and responsibilities is available at:
<http://iraq.usembassy.gov/iraq/jobs.html>.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** University Degree in Computer Science or Management Information Systems (MIS) or an IT-related Engineering Degree is required.
2. **Experience:** Two to three years of progressively responsible experience providing an array of IT services in a LAN/WAN environment, support for client applications, web-based programs, SharePoint and data bases and telecommunications infrastructure.
3. **Language:** Level 3 (good working knowledge) In English is required. **Language proficiency will be tested.**
4. **Knowledge:** Software: Wide-ranging knowledge and understanding of the following:
 - Microsoft Server and Client OS (2003, 2008, XP, Windows 7, etc.).
 - Microsoft Server applications (SQL, SMS, MSX, IIS, etc.).
 - Microsoft/Adobe applications (Office, Publisher, Internet Explorer, Adobe Reader/Writer, etc.)
 - SharePoint MOSS Portal
 - Norton Anti-virus Sep 11
 - Diagnostic tools and recovery utilities and methods.
 - **Hardware:** Wide-ranging knowledge and understanding of the following:
 - Server and PC components and configuration (CPU, CMOS, RAM, Video/NIC cards.)
 - Current peripheral device technology (PCI, USB, IDE, SCSI, I-SCSI, etc.).
 - External device technology (DAT, DLT, Printer, Scanner, Camera, Audio, Video, Tandberg RDX, VTC, etc.)
 - Routers, switches, hubs, call accounting system, and ancillary devices.
 - Diagnostic tools, recovery utilities and methods.
 - **Networking:** Wide-ranging knowledge and understanding of the following:
 - Telecommunication protocols (Ethernet, TCP/IP, SMB, UTP, etc.).
 - TCP/IP addressing and sub netting concepts, utilities (DNS, DHCP, WINS).
 - Application protocols (FTP, HTTP, Telnet, etc.).
 - VLANs, VPNs, and Cisco routing protocols (EIGRP, IGRP, X.25, CGMP, etc.)
 - Diagnostic tools and recovery utilities and methods.
5. **Skills:** Wide-ranging knowledge of computer operating equipment and peripherals including the capabilities and limitations of Server, LAN, WAN, ancillary equipment, configuration, system and application software. Must be able to prioritize work effectively, and meet deadlines & good customer service skills. Must be proficient in the operation, support and troubleshooting of the Microsoft suite of server based products, i.e. Windows 2003 Server, Windows XP, Exchange, Microsoft SQL Server, etc.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.

3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Interested applicants may apply for this position by filling out the DS 174-Universal Application for Employment form and emailing it to BaghdadHR@state.gov.

To view the DS 174-Universal Application for Employment form (UAE) & application instructions, please click on below:

<http://iraq.usembassy.gov/media/2010-current-pdfs/uae-and-instructions.pdf>

E-mails received without the appropriate subject line will not be considered. Your e-mail must states the vacancy title and vacancy announcement number in the subject line, example: -10-70- Computer Management Assistant (Erbil).

The Universal Application form is also available at the US Embassy Baghdad internet: <http://iraq.usembassy.gov/iraq/jobs.html>

CLOSING DATE FOR THIS POSITION: JANUARY 6, 2011

The US Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

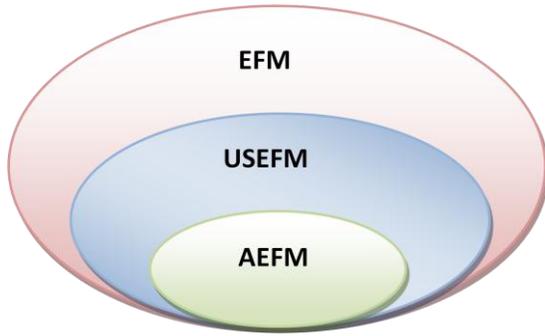
Approved: A/S/HRO/WG

Cleared: PRT/A/MO/KH

Drafted: HRMS/SMM

Appendix A

DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently

assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number

- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

Vacancy Announcement

U.S. Embassy, Iraq



Announcement Number: 10-70	SUBJECT: Computer Management Assistant (Erbil) – FSN 9 Major duties and Responsibilities	Opening Date: 12-23-10 Closing Date: 01-06-11
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Under the guidance of the Information Programs Officer, the employee provides technical support to users on the Department of State's SBU Open Net LAN system at RRT/US Consulate Erbil and limited support to elements in the Erbil, Dohuk and Sulymaniah areas.

Monitors Consulate hardware and software and makes modifications to system configurations as necessary. Troubleshoots hardware and software problems, installs and updates new computers, printers and other peripherals as required. Serves as the primary contact between the Consulate the Department and Baghdad on IT related, technical and administrative issues, such as server and computer resource records, inventory, software documentation and digital media. Will make recommendations to Consulate management on short and long-term hardware and software procurement requirements, pricing and applicability for increased productivity.

Acts as first point of contact for all users who visit, call or open a ticket with ISC. Logs users' requests and assists them directly for routine problems in a courteous, customer service like fashion. May provide on-site assistance or user training on applications or new technology or processes. For complex problems, passes on the information to the appropriate technical staff member who will act on the request, in Baghdad or Washington. Follows up with technical staff to ensure clients' requests are responded to in a timely manner, problems are resolved and the customer stays informed during the process.

Maintains the database of all trouble tickets generated for IT support in the mission through eServices, phone calls, e-mails and WEBPASS, which generates reports for management and provides metrics for post and the Department. Writes scripts and coding in a programming language to integrate applications, data bases, routines, etc. Serves as the SharePoint webmaster for Post. Creates, queries, appends database, web and spreadsheet inventories for hardware and approved software on unclassified LANs. Maintains the software inventory. Creates and keeps up to date distribution lists, mailboxes, network drives in Active Directory or Microsoft Outlook and object permissions. Maintains the BlackBerry database inventory and updates user briefing materials. Monitors the iPost configuration management tool to see which workstations or servers have vulnerabilities and addresses them by updating patches, hot fixes and system updates, thereby keeping Erbil's site health score at a high level. Ensure that USB ports are locked down to minimize vulnerabilities to Open net and that guidelines are followed for legitimate business use.

As directed by the IPO and/or post Management, gathers information through research on equipment, services, capability or process and makes recommendations based on the findings, its impact on the network, implementation, Information Security programs, and use.