



Computer Management Assistant

The U.S. Embassy in Canberra is seeking an individual for the position of Computer Management Assistant (LAN/Helpdesk) in the Information Systems Center.

Salary: \$69,055 p.a. + Superannuation Benefits.

Hours: 40hrs/week, Monday to Friday.

All applicants must address the selection criteria with specific and comprehensive information supporting each item.

- 1. Completion of Secondary School and two years of post-secondary study in Information Technology is required.*
- 2. Three years of progressively responsible experience in work of a technical or administrative nature where emphasis is placed on analysis, management and utilization of computer systems is required. At least two of these years must be work experience with operating computers, software systems, providing PC support, performing basic level analysis, and provision of advisory services for management personnel.*
- 3. Level 4 (Fluent) written and spoken English is required. This will be tested.*
- 4. Demonstrated good knowledge of current LAN Systems operations, latest-release Microsoft products, modern Information Technology (IT) hardware, software, systems, communications components and cabling is required.*
- 5. Demonstrated skills in trouble shooting operational problems, and the resolution of fairly complex hardware and software issues sufficient to ensure continued systems operations, is required.*
- 6. Ability to work independently with minimal supervision, and the ability to instruct other staff – both technical and non-technical – in proper systems administration and operations procedures is required.*

For further information please refer to the: Refer to the [Duties and Responsibilities Statement](#).

Forward letter, resume and response to the selection criteria to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT, 2600 by **May 05, 2010**.

Hand delivered applications cannot be accepted.
Offers of employment are subject to medical and security clearances.

Note: Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the U.S. Government as a potential employer.

The U.S. Government is an equal opportunity employer and maintains a drug free work environment.

POSITION TITLE: COMPUTER MANAGEMENT ASSISTANT (LAN / Helpdesk)	POSITION GRADE LE-8 (STARTING SALARY A\$69,055/USD\$41,780)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Under the general supervision of the Deputy Information Systems Manager, the incumbent will provide technical assistance to all user requests. The incumbent will administer the Embassy's Sensitive But Unclassified (SBU) Local Area Network (LAN), ensuring optimal system performance and operations. The incumbent will provide advice to management and technical staff on possible methods to improve system capabilities and implement LAN protection systems. The incumbent extends these helpdesk and system services to the Consulates in Australia and other posts in the region as required.

Major Duties and Responsibilities

User Support

45% of time

Operate as first-line point-of-contact for all matters related to computer hardware and software problems that are reported mission-wide from Embassy staff at all levels, and from other regional posts in Australia.

Use diagnostic skills in conjunction with the ISC eServices database of completed items, referenced with available State Department regulations and security standards, to find resolution of each helpdesk item as they are received. Determine if item is resolvable by first-line support – if not, assign the helpdesk item to the ISC staff member that has the appropriate level of expertise to attend to the item.

Provide feedback to clients and document all activities in the ISC eServices database. Advise supervisors on progress, status and any ongoing concerns with outstanding helpdesk items.

System Operations

30% of time

Perform daily operations as per ISC Standard Operating Procedures.

Install and maintain LAN hardware and software including core equipment, peripheral equipment, operating systems, networking software, and a wide variety of Department and third-party applications and utility programs.

Maintain latest revision of all computer systems. Assist with disk imaging system for efficient updating of PCs, including major rollouts of operating systems. Maintain current hardware inventory.

Ensure maximum system performance by monitoring hardware and software usage and perform changes to network configuration accordingly. Determine requirements for LAN components ensuring that sufficient hardware is in place for continuing operations.

Provide regional support in all aspects of LAN operations to constituent posts, including travel to fill staffing gaps or assist with installations or problem solving.

Analysis, System Development and Programming **15% of time**

Maintain knowledge of leading IT technology to ensure the LAN is in a constant state of improvement. Maintain knowledge of new commercial software applications, operating system software and utility programs to ensure maximum performance of LAN systems.

Work closely with the ISO, Deputy ISO, Assistant ISO, IRM and EAP to ensure network configurations and expansions conform to Department standards. Work with other ISC staff and users to maximize the efficiency of the LAN by troubleshooting hardware problems, recommending, procuring and implementing hardware improvements, procuring software enhancements, and continuing to expand the capabilities of the LAN. Assists with design and/or secures application software from other posts, the Department or commercial sources to increase the usefulness of the LAN.

In conjunction with the Assistant ISO perform analysis of new applications to determine suitability; adapt and install improved versions of applicable packages; analyze general user issues and derive solutions. The incumbent will need to become familiar with and maintain an inventory of all applications and/or systems in use and will compare the Mission's work process to LAN system capabilities and develop/recommend methods to improve the network.

Perform other duties or special projects as directed.

Management Advisory Service **10% of time**

Monitor network requirements and recommend both short and long-term changes to ensure ongoing efficiency of LAN operations.

Make recommendations on replacement or repair of failed components and procurement of upgrades, new components for LAN users. Recommend whether replacement, repair on failure, or repair under a maintenance contract is more cost effective for owned equipment.

Report on network performance and issues, individual system/server performance, analyze log messages, and advise management on immediate or long-term LAN trends.

Ensure contingency planning measures are kept up to date and advise the ISO and ISSO on additional measures required to safeguard all SBU and Unclassified systems.

Selection Criteria

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

1. Completion of Secondary School and two years of post-secondary study in Information Technology is required.
2. Three years of progressively responsible experience in work of a technical or administrative nature where emphasis is placed on analysis, management and utilization of computer systems is required. At least two of these years must be work experience with operating computers, software systems, providing PC support, performing basic level analysis, and provision of advisory services for management personnel.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Demonstrated good knowledge of current LAN Systems operations, latest-release Microsoft products, modern Information Technology (IT) hardware, software, systems, communications components and cabling is required.
5. Demonstrated skills in trouble shooting operational problems, and the resolution of fairly complex hardware and software issues sufficient to ensure continued systems operations, is required.
6. Ability to work independently with minimal supervision, and the ability to instruct other staff – both technical and non-technical – in proper systems administration and operations procedures is required.

NOTE: For EFMs: Must have 12 months remaining at post.

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. Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their appointment.
4. 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.
5. The candidate must be able to obtain and hold a non sensitive security clearance.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS WITH 12 MONTHS VALIDITY TO BE ELIGIBLE FOR CONSIDERATION.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (SF-171 or OF-612); or
2. A current resume or curriculum vitae that provides the same information as an OF-612; plus
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

THE DEADLINE FOR APPLICATIONS IS MAY 05, 2010

The U.S. Mission in Australia 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.

US Mission Australia maintains a drug free work environment.