



COMPUTER OPERATOR (LAN/HELPDESK)

The U.S. Mission in Canberra is seeking eligible and qualified applicants for the position of Computer Operator (LAN/HELPDESK) within the Information Systems Center.

Salary: A\$67,635 p.a. + superannuation benefits

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

Incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. A Diploma or Certificate representing at least two years tertiary study in Information Technology is required.
2. At least 2 years of recent progressively more responsible work of a technical or administrative nature where emphasis is placed on analysis, management and utilization of computer networked systems is required. At least one year of this will be work experience with computer operations, software systems, providing PC support, performing basic level analysis, and provision of advisory services for management personnel.
3. Level 3 (Good Working Knowledge) English is required. This may be tested.

For instructions on how to apply, please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, via email to: usaembrhro@state.gov
By **January 29, 2016**.

Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted.*

Duties and Responsibilities Statement

**POSITION TITLE: COMPUTER OPERATOR
(LAN/HELPDESK)**

**POSITION GRADE LE- 7
(STARTING SALARY A\$67,635)**

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. Incumbent will administer the Embassy's Sensitive-But-Unclassified Local Area Network ensuring optimal system performance and operations. Incumbent will provide advice to management and technical staff on possible methods to improve system capabilities and implement Local Area Network protection systems. 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 60

Operate as initial 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 20

Assist with daily operations as per ISC Standard Operating Procedures.

Install and maintain LAN hardware and software including 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 current hardware inventory, particularly for peripheral equipment and mobile devices.

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 10

Maintain knowledge of leading IT technology to ensure the LAN is in a constant state of operation. 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. Assist with design and/or secure application software from other posts, the Department or commercial sources to increase the usefulness of the LAN.

In conjunction with the Assistant ISO assist with analysis of new applications to determine suitability; adapt and install improved versions of applicable packages; analyze general user issues and derive solutions. 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.

Management Advisory Service 10

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.

**** Note:** This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the supervisor.

SELECTION CRITERIA

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. A Diploma or Certificate representing at least two years tertiary study in Information Technology is required.
2. At least 2 years of recent progressively more responsible work of a technical or administrative nature where emphasis is placed on analysis, management and utilization of computer networked systems is required. At least one year of this will be work experience with computer operations, software systems, providing PC support, performing basic level analysis, and provision of advisory services for management personnel.
3. Level 3 (Good Working Knowledge) English is required. This may be tested.

FOR FURTHER INFORMATION

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Tanya King on 6214 5746.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the selection criteria above in the application.

HIRING PREFERENCE ORDER

- (1) USEFM who is **ALSO** a preference-eligible U.S. Veteran
- (2) USEFM **OR** a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or

Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.

3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.
5. Candidates who are EFM, USEFM, AEFM, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position at the time of the announcement closing.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the position. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
- ✓ A current resume or curriculum vitae and;
- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,
- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;
- ✓ **IMPORTANT:** Applicants claiming a U.S. Veteran's preference **must** submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).
- ✓ Any U.S. Veteran who applies **must** also indicate whether they wish to invoke their preference.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT WITH ONE YEAR WORK APPROVAL TO BE ELIGIBLE FOR CONSIDERATION.

WHERE TO APPLY TO

Regional Human Resources Office
POC: Tanya King
Email: usaembrhro@state.gov

EQUAL EMPLOYMENT OPPORTUNITY

The U.S. Mission 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.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner 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; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.