



COMPUTER ASSISTANT

The U.S. Consulate General Melbourne is seeking individuals for the position of Computer Assistant.

Salary: A\$63,210p.a.

Hours: Full Time

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

Forward application letter, response to the selection criteria and resume to the Management Office U.S. Consulate General Melbourne, 553 St Kilda Road, Melbourne, VIC 3004 by **November 17, 2014**

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 US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE:
COMPUTER ASSISTANT

POSITION GRADE LE- 7
(STARTING SALARY A\$63,210)

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

This is a full-time position to assist the Systems Manager with various functions of post systems administration of the unclassified computer systems including deployment of operating systems, configuration of network connectivity, installation of accessories, maintenance of mobile computing devices, coaching/help desk support to computer users, systems documentation, and preparation and configuring equipment for VIP visits.

Major Duties and Responsibilities

A. Unclassified Network Administration Support 75 %

Incumbent installs various types of operating systems on workstations and mobile computing devices. The installation includes hardware installation of hard drives, configuration of the Operating Systems, installing drivers, implementing security settings, installing a variety of applications including Microsoft Office, Java, Consular section applications, etc, installation of patches/fixes. Incumbent configures network protocols and connects equipment to State Department, dedicated Internet and other networks as appropriate. Incumbent configures computer peripherals including printers, scanners, digital senders and other accessories, installs drivers as appropriate and connects peripherals to computer equipment.

Incumbent creates/transfers computer user accounts including configuration of Active Directory, profiles, e-mail, security groups, distribution lists and assigns user permissions to various network resources. Incumbent administers various post Management applications such as Time and Attendance, post cashier and E2-Travel. Incumbent installs, maintains and troubleshoots Consular Applications including American Citizens Services and Non-Immigrant Visas applications.

Incumbent is responsible for mobile computing administration including configuration, activation, maintenance, troubleshooting and firmware updates of Blackberry devices. Incumbent is responsible for installation of notebooks including Operating systems, applications, updates, encrypting and hardware parts replacements/maintenance. Incumbent is responsible for installation of post tablets including Operating Systems, applications, updates, and maintenance.

Incumbent completes and updates Systems Operations and Maintenance logs documenting installations, upgrades and configuration changes. Incumbent uses Microsoft word/Visio to draw and update diagrams of post networks. Incumbent updates post Information Technology Contingency plan. Incumbent prepares and updates equipment receipts in compliance with State Department regulations. Incumbent maintains stock and inventory of software licenses.

Incumbent continuously updates his/her knowledge of the Information Technology market and latest available products that can benefit post computer systems operations.

Research the market to evaluate computer and telecommunication vendors pricing, reliability and performance and recommends vendors to post contracting officers as appropriate.

B. Alternate Computer Assistant/Telephone Switchboard Operator and alternate to post Diplomatic Postmaster 25%

During the absence of the post IRM Computer Assistant, Incumbent reviews daily computer compliance reports, install patches, applications updates and troubleshoot antivirus application problems. Incumbent operates post Digital Video Conference equipment, coordinating and connecting video conferences.

In the absence of the Diplomatic Postmaster, Incumbent assumes full responsibility of Diplomatic Post Office (DPO) functions processing all incoming and outgoing mail. This includes all Australian Mail, courier deliveries, Diplomatic Pouch and U.S. Postal Service mail. When DPO functions are carried by casual WAE staff, Incumbent mentors and provides professional guidance and procedural instructions to the WAE staff.

QUALIFICATIONS REQUIRED AND SELECTION CRITERIA

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

1. Completion of secondary school (Year 12) with additional IT education, such as Microsoft certification, computer maintenance or networking professional training, is required.
2. Three years' progressively responsible experience in administrative work and operation of computer systems of which two years' experience must be in maintaining and configuring computer equipment and networking; or six months experience with State Department IT Systems Administration.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Demonstrated skills in the installation of various Operating Systems and applications, operation of computer equipment including mobile devices and computer networking is required.
5. Demonstrated ability to understand and follow technical Standard Operating Procedure manuals and help documentations is required.
6. Advanced knowledge in the use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook is required.

Please note that IT skills and knowledge will be tested.

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

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. 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 U.S. Citizen EFMs 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.
6. The candidate must be able to obtain and hold a Sensitive but Unclassified security clearance.

TO APPLY

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

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); or

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

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Management Office
U.S. Consulate General
Level 6, 553 St Kilda Road
Melbourne VIC 3004

Or via email to: melbhr@state.gov

POINT OF CONTACT

Name: Enki Hoxhallari
Telephone: (03) 9526 5957
FAX: (03) 9510 4646

THE DEADLINE FOR APPLICATIONS IS NOVEMBER 17, 2014

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.

U.S. Mission Australia maintains a drug free work environment.

Appendix

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
- 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