



**INTERAGENCY POST FAMILY MEMBER APPOINTMENT (FMA)
EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post Belmopan, Belize	2. Agency Department of State	3a. Position Number 310901100129
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3b. Subject to identical positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
(Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position

c. Other (explain) Vacant

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority RHRO	IT/Multi-Media Technician FP-07	FP-07		5/12/2010
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (if different from official title) N/A	7. Name of Employee Vacant
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8. Office/Section Information Resource Management Office	a. First Subdivision Management Section
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Printed Name of Employee _____ Signature of Employee Date(mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor _____ Signature of Supervisor Date(mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head Date(mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Management or Human Resources Officer _____ Signature of Management or HR Officer Date(mm-dd-yyyy)
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13. Basic Function Of Position:
Under general supervision of a U.S. Information Management Officer or designate the incumbent will serve as the locally employed Information Technology(IT)/Multi-media Technician. As the IT/Multi-media Technician, the incumbent is directly responsible for maintaining, installing, and running an equipment pool consisting of laptops, projectors, video screens, and PA/DJ equipment. The incumbent is also responsible for ensuring the proper functioning of the mission's telephone, TV, and radio network. The incumbent will also serve as a backup switchboard operator and DPO mail clerk which includes mail runs to the Belize airport.

14. Major Duties And Responsibilities _____ % of Time (Continue on blank sheet)

15. Qualifications Required For Effective Performance

a. Education

Completion of secondary school is required.

b. Prior Work Experience

Two years of progressively responsible experience in the telecommunications industry and/or with multi-media/entertainment (sound, dvc, etc..) systems is required.

c. Post Entry Training

Appropriate training in the various elements of DOS, IRM, and OpenNet operations will be available on the job, online, or in classroom. Training in U.S. government policy and procedures as pertinent to computer networks and Diplomatic Security (DS) requirements will be available. Training in State department telephone systems will be provided.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).

Level IV (Fluent working knowledge) Speaking /Reading/Writing English is required.

e. Job Knowledge

Thorough understanding of telecommunications; experience operating, installing, and maintaining multi-media equipment such as video/teleconferencing systems, video projection equipment, and audio/speaker systems; experience in installing application software, virus definitions, and patches with the proven capability to learn and self instruct in hardware setup and use. Some experience in installing and maintenance of PC hardware/software and networks. Knowledge of multimedia and radio equipment. Software experience in MS Office 2007 products (web page development, Word, Excel, PowerPoint, Access, and Outlook), and multimedia applications is required. Use of Social Networking tools.

f. Skills and Abilities

Ability to work independently to manage all aspects of the position. Strong customer service and communication skills. Ability to train and work effectively with others. Ability to work under pressure in order to diagnose and troubleshoot and correct problems under emergency circumstances (e.g., last minute media presentations). Proficient in planning, analytical and diagnostic skills in overseeing the maintenance, modification, and operation of all equipment in the media pool. Must be available for occasional, infrequent, off-duty and weekend work. Must be able to respond to emergencies within one hour of call-out. A valid driver's license is required. Must be able to pass a physical examination as an incidental driver and must be able to maintain the medical certification for official vehicle driving privileges. Individuals not meeting Federal Motor Carrier Safety Regulations medical requirement will not be authorized to operate U.S. Government vehicles.

16. Position Element

a. Supervision Received

Incumbent is directly supervised by the Information Management Officer or designee. The IT/Multi-Media Technician must demonstrate the ability to work with minimal supervision, in accordance with training provided by Information Management Specialist.

b. Supervision Exercised : None.

c. Available Guidelines

DOS, IRM, Mission guidelines, Diplomatic Security Regulations, Operating manuals, user manuals, training manuals and SOPs created by the incumbent. The DOS and IRM applications are documented by circuit diagrams and various technical reference manuals but these are not universal in completeness and do not assess in detail all the diagnostic and problem solving steps required to analyze and resolve a wide ranging variety of more complex difficulties which can be encountered.

d. Exercise of Judgment : Sound judgment is a key factor in efficiently and cost effectively fulfilling the various application management responsibilities. Uses a high level of technical judgment in creating effective technical solutions in resolving problems and designing modifications to existing systems. Incumbent must use own judgment to creatively produce presentation setups and resolve telecommunications issues. System availability is paramount to the delivery of service to the Mission Users and equipment.

e. Authority To Make Commitments

The incumbent is authorized to commit the resources, (technicians, spare parts, basic systems and computer equipment, and software in compliance with software license arrangements) as necessary in maintaining continued operation of the equipment pool and telecommunications network for the Embassy, with the approval of the American supervisor.

f. Nature, Level, and Purpose of Contacts

The incumbent deals routinely with various elements of DOS, IRM, FRC, and with the Department.

g. Time Expected to Reach Full Performance Level : One year.

14. Major Duties and Responsibilities (Continue)

Responsible for maintaining an equipment pool of various multi-media resources including projectors, audio/visual equipment, PA systems, laptop computers, etc. Responsible for maintaining control of all equipment in the equipment pool. Responsible for ensuring all equipment is updated with Department mandated software and controls; specifically antivirus software, definitions, and encryption. Provides user training on equipment in the pool to ensure proper security procedures are enforced and to ensure the user knows how to operate the equipment.

Multi-Media

60% OF THE TIME

Incumbent will inventory, maintain, set-up, and operate various pieces of multi-media equipment. This includes, but is not limited to, projectors, laptops, and PA equipment. Incumbent will be totally responsible for the equipment ensuring each piece of equipment is operational and will become the subject matter expert on all issues related to multi-media productions. The incumbent will create a database used to track all multi-media equipment owned and operated by the US Embassy. The incumbent will set up and run the multi-media equipment as necessary for all Embassy functions or will train end users how to properly operate the equipment. The incumbent will be responsible for ensuring all encryption, patches, and virus definitions are loaded onto laptop computers prior to issuing the devices to users. Off-site setup and breakdown of equipment for Embassy sponsored events is required.

Telecommunications

20% OF THE TIME

Responsible for maintaining the Embassy's telecommunication system to include running cables for new computer locations, adding OPX lines, and troubleshooting the telephone system.

The incumbent establishes and maintains contacts at the technical level with telecommunications companies and regional State Department technician to restore lines, improve high speed circuits, and facilitate obtaining and installing additional circuits needed. Will be the IRM point of contact for GSO procurement and Belize Telecommunication Limited and will coordinate resolution of any problems with connectivity.

The incumbent will install, maintain, and repair all telephone and high speed circuit equipment and cabling within the mission facilities, to include housing units. The incumbent will maintain various types of telephone equipment according to manufacturer's specifications and State Department directives to include performing preventive and scheduled maintenance when necessary.

Using test equipment the incumbent monitors, analyzes, and diagnoses high speed telecommunications circuits, circuit interruptions, and deficiencies. The incumbent collects data, determines the nature of the problem, and then takes the required corrective action. Using the manufacturer's service and technical manuals, schematic drawings, and system documentation, repairs or takes other appropriate action to assure all telecommunication equipment and circuits are operating properly within prescribed quality standards. This includes working with local and international carriers to restore all voice and data circuits used by the mission when necessary.

Satellite TV System and Classified Pouch Operations**10% OF THE TIME**

Responsible for maintaining the Embassy's cable TV system.

Radio/Blackberry/CellPhone**10% OF THE TIME**

Responsible for maintaining the Embassy's radio network inventory. Will be point of contact with BCSL and will coordinate any work done by the company.

Incumbent is the point of contact with our contracted solution provider and will coordinate any work done by the company. The Mission's radio program consists of several repeaters hosted by Belize Communication & Security Ltd (BCSL) on Baldy Beacon in Mountain Pine Ridge. Our radio inventory consists of 31 handheld radios, 28 mobile radios, and various base stations. The incumbent will be responsible for instructing on the proper use of radios when necessary. The incumbent will maintain an inventory database of radios, blackberry and other cellular phones owned and controlled by post. Also manages the issuance and retrieval of the above mentioned devices to the users. Provide training as required on these equipment to users.

Note: This job description summarizes the core responsibilities assigned to the position; however, it 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 agency/supervisor.